

**Kalparrin: A Voluntary Agency
Looks to Itself**

by
STEPHANIE GARDAN, ALEC PEMBERTON, and
VERNA GRAHAM

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FOREWORD

It is pleasing to note that the ministry of Kalparrin has created sufficient interest within the community to warrant a detailed study of its origin, concepts, and future in the life of the community and the Church. The Church has always considered that the expression of faith is to be found in the action of her members. Kalparrin exemplifies the belief that if Christian love helped me, then I too ought to help. The type of ministry portrayed in the functions of this institution had its germ in the Cairn Miller Institute of the Home Mission Department of the Victorian Presbyterian Church. The Queensland Committee sponsored a short study trip for the Reverend J. McConaghy to visit Melbourne and enquire into the nature of the work before he inspired the congregation to go with him in this venture.

We are pleased with the progress of Kalparrin and hope that this venture may inspire others to provide similar centres of concern.

After the Reverend James McConaghy, B.D., left the Fortitude Valley Church he was succeeded by the Reverend R. Diffin, M.A. The Church is pleased that Richard Diffin accepted the responsibility of the oversight of Kalparrin.

The report is commended to those who are serious in an attempt to work for the welfare of others, even at great cost to themselves.

J. C. Allan,
Moderator,
Presbyterian Church of Queensland
(1971–72)



KALPARRIN: A VOLUNTARY AGENCY LOOKS TO ITSELF

INTRODUCTION

It seems to be a common practice for social welfare agencies once they have been planned, established, and put into operation, to be left to set their own pace and to steer their own course within a framework of predetermined policies and principles. Sometimes administrators are flexible enough to reassess policy on the basis of information fed in from the staff involved in the daily implementation of the agency's programme. Decisions are then made which usually follow a course midway between organizational requirements and client needs. From time to time crises in the life of the agency will precipitate bouts of urgent self-examination, followed by action in attempts to restore an often uncertain balance. And life goes on. Monthly statistics are compiled and form the basis of annual reports which are presented, discussed and filed away.

Clearly such a procedure is inadequate for the effective operation of a social work agency. However, it may be argued that this is all that is feasible in view of the

The full name of this agency is Kalparrin Family Welfare Centre. It is usually referred to as Kalparrin. This is an aboriginal word which means to help carry a load.

urgent demands on staff time in the face of heavy caseloads and the difficulty of assessing the total services of a welfare agency. Another point of view will be argued here: that a formal stocktaking—examining the way that the agency is structured, the way it performs its role, whom it serves and how, and how it is perceived by the community—is a central and critical task for any agency which desires to provide an optimum service. A useful distinction can be made between organizations which adopt a passive stance and are merely concerned with adaptation to emergent trends or structures in their environments, and those which actively seek to modify, direct and control their immediate social environments.¹

Basic to the latter approach is the systems theory perspective, which treats information and knowledge as vital resources to be used in assessing existing organizational conditions and in policy making.² One consequence is that research operations—the systematic gathering and collating of information—play an important part in organizational life as they are fundamental to the continuous process of policy formulation and planning. This point of view has been elaborated by Katz and Kahn in their discussion of the role of systemic research:

its target is the functioning of the total system in relation to its changing environment. The objectives of systemic research include study of environmental trends, long-term organizational functioning, the nature of organizational structure, the interrelationship of the subsystems within the total system, and the impact of the organization on its environment.³

For a social work agency these concerns manifest themselves in the following kinds of questions which have immediate practical relevance. How is the agency structured and staffed? Are professional and non-professional workers to be used and, if so, what is the relation between professional and non-professional staff? Who are the clients—what are their characteristics and what are their problems? Is the present agency structure and function meeting the needs of the clients? What is the relationship between the agency and persons in the community who are linked with it, either currently or potentially, as sources of the referral of clients or as sources of support, either financial or in other ways?

Within the social welfare field, special mention should be made of the voluntary agency, faced with the problems of financing and staffing and especially with the problem of its relevance in a rapidly changing community. Kahle, in his discussion of

¹Ralph G. Locke, "Action Research and Strategic Group Work", mimeographed (University of Western Australia, Dept. of Anthropology, 1970), p. 2. These two orientations have been described by a biologist, Sommerhoff, in terms of "adaptation" and "directive correlation". Adaptation refers to responses made to deal with emergent environmental conditions while directive correlation encompasses adaptation in that it allows for a system of causal relationships in which the environment is actively influenced to determine the kinds of responses which will be adaptive. G. Sommerhoff, "Purpose, Adaptation, and 'Directive Correlation'", in *Modern Systems Research for the Behavioral Scientist*, ed. Walter Buckley. (Chicago: Aldine Publishing Co., 1968), pp. 281-95.

²D. Katz and R. L. Kahn, *The Social Psychology of Organizations* (New York: John Wiley and Sons, 1966), pp. 247-52; Amitai Etzioni, *The Active Society: A Theory of Societal and Political Processes* (New York: The Free Press, 1968), especially pp. 132-54.

³Katz and Kahn, *Social Psychology of Organizations*, p. 250. A general discussion of organizations, research, and policy is provided in H. E. Freeman and C. C. Sherwood, *Social Research and Social Policy* (Englewood Cliffs, New Jersey: Prentice-Hall, 1970), pp. 2-38.

the structuring and administration of voluntary social welfare agencies comments that

(the system in) such an agency should also provide a base for theoretical research, if it is truly to serve the needs of the agency, clients and the administrator. . . This is the area in which many of us have been remiss. Because social work does not produce a "hard product", we have allowed ourselves to become convinced that what we do produce is difficult to evaluate and demonstrate. It can be done, however, and if we are to continue to receive community support, we must be willing to show the community what the payoff is.⁴

PURPOSE AND OUTLINE OF THE STUDY

The purpose of the present study was to provide a factually based description and analysis of Kalparrin, a church-sponsored family welfare agency which, at the time the study began (in September 1970), had been in operation for two years. Information was provided from two main sources:

- (1) case records and monthly statistics compiled by the social work staff of the agency, concerning the number of incoming clients and their designation by age, sex, marital status, occupation, religion, and the nature of their presenting problem
- (2) an interview schedule, relating to welfare issues generally and to this agency in particular, administered to samples of selected groups of persons in the community who, it was considered, had an actual or potential relationship with the agency, perhaps as sources of referral of clients or as participants in Kalparrin activities or perhaps as subscribers to the agency's funds.

It was expected that this information would provide an empirical basis for an evaluation of the structure and function of the agency and the relationship between structure and function. Furthermore, it was intended that the implications and recommendations forthcoming from this analysis would be of direct relevance to, and assistance in the future planning and resource allocation by the agency. The study reported here, therefore, was a piece of action research. Its purpose was not to provide knowledge for its own sake but to supply information which would have application for the organization of the agency and implications for the policies which guide it.

It would be pleasing to think that one result of this project might be to encourage and stimulate similar research work by suggesting guidelines for other welfare organizations contemplating self-evaluative kinds of studies. In fact there is a paucity of such policy-oriented, social agency research in the Australian context. Systematic inquiries on the local scene revealed only a single instance of a similar project completed by a welfare organization in Australia.⁵ The present study, however, is not confined to an examination of a particular agency. It deals with issues and problems that have a broad social welfare relevance transcending the immediate empirical

⁴J. H. Kahle, "Structuring and Administering a Modern Voluntary Agency", *Social Work* 14, no. 4 (1969): 21-28.

⁵G. W. Rabinoff, "Social Welfare Services in the Victorian Jewish Community", mimeographed (Melbourne: Jewish Council of Social Services, 1963).

context of the present project. For example, the concept of agency visibility used here is believed to have an heuristic value and an applicability beyond this study to the wider field of social work.

The plan of the report is as follows. The first major section of the study is a description of the agency itself—how and why it began, how it is administered and controlled and whom it serves. This leads on to the detailed analysis of the client population in terms of some of their characteristics and the changing patterns of use of the agency by its clients. The next section deals with the results of the survey which investigated knowledge and perceptions of the agency and of general welfare issues among persons standing in actual or potential relation to the agency from a variety of perspectives. In the final section, the results are summarized and discussed with respect to information about the agency itself. In particular, the practical consequences of the research are emphasized with special reference to their implications for agency planning and policy making. Finally, some wider issues and points raised by the study are considered briefly.

DESCRIPTION OF THE AGENCY

History

In 1968 the Kalparrin Family Welfare Centre was established by the Valley Presbyterian Church under the leadership of its minister, the Reverend J. McConaghy. This undertaking was an expression by the congregation of their Christian concern for the general community within which they lived and worshipped. The future of inner city churches has been a matter of widespread debate for some time, possibly because of the "suburban captivity of the churches".⁶ When Kalparrin was launched by the Valley Presbyterian Church, critics—many of them active members of a church—were expressing doubts about the future of metropolitan churches and making such gloomy statements as the following: "The Church's problem is that it has failed to understand the metropolis, failed to acknowledge the processes of change and pretended that its parochial style and structures were appropriate to its task of mission. All this has produced the inevitable result—little private, pietistic ghettos of self concern."⁷

By turning outwards and relating the Church specifically and actively to the needs of the general community, this congregation is acting in a positive and constructive way to enlarge the role of their church. If the future of inner city churches is indeed uncertain, then the Valley Presbyterian Church is ensuring a greater range of contacts and a greater spread of service in its future by this wider involvement in community welfare. In many ways, it was a momentous decision by the congregation of an urban church that a welfare and counselling centre be established, that it should function under the auspices of the Church and that the necessary facilities be provided. A constitution was drawn up and adopted, specifying that the centre be "an expression of the concern of the Church for the welfare of families within the inner city districts" and that its purpose be "to provide encouragement, support and

⁶Gibson Winter, *The Suburban Captivity of the Churches* (New York: Doubleday & Co., 1961).

⁷P. Mathews, ed., *The Local Church in the New Reformation; Report of Australian Frontier National Study Course, 1966* (Canberra: Australian Frontier Inc.), p. 131.

counsel to families and individuals in personal, social and economic difficulties so that they may develop strength, confidence and resources to independently manage their own affairs".⁸ The constitution specifies that the agency's purpose be implemented through social casework, pastoral counselling, and various forms of practical assistance.⁹ Four examples of the kinds of problems clients bring to Kalparrin and the ways in which people may be helped are given in Appendix II.

When the agency first began, the Board of Kalparrin agreed with the Department of Social Work at the University of Queensland that a tutor in Social Work, appointed by the University, would practise as social worker at Kalparrin and would supervise social work students training in practical work at the agency. For the first eighteen months that the centre was available for services, the professional counselling was performed by this tutor and the groups of social work students who carried out their field-work training under her supervision. In February 1970, eighteen months after the agency's inception, a full-time professional social worker was appointed to the staff.

The present staff situation is as follows. The full-time social worker carries a load of about forty to fifty cases. The University tutor, who has no cases, supervises four or more students who handle a variable number of cases each month, depending on the level of experience of the students and the amount of time they are spending in the agency. Pastoral counselling is the task of the Director of the agency who, to date, has been the Minister of the Church. Volunteers—some of whom are members of the congregation and others who are members of the wider community—play an important part in the running of the agency. They provide practical assistance: to clients in the form of friendly visits and other helping services (taking clients shopping, for example), and to Kalparrin, answering telephones and managing the problems that arise in the day-to-day running of the agency. Another important voluntary contribution is made through a professional advisory panel (including a psychiatrist and a psychologist) who are on call to provide consultative help. A typist is employed for two or three days per week.

Structure

The agency is administered by a Board of Management composed of the Director of the agency, the Clerk of Sessions of the Church, not more than ten members appointed by the congregation and not more than five members co-opted by the Board itself. The Kirk Session of the Church is responsible through the constitution for appointing the Director of the agency and, as well, must approve the employment of all agency personnel. The chain of command extends upwards from agency staff, through the Director and Board of Management to the Kirk Session of the Church. The agency structure can be represented as in figure 1.

Finance

The congregation financed the construction and furnishing of the offices and it shares financial responsibility with the agency for such running expenses as cleaning, lighting, telephone, etc. A large grant from the general Presbyterian Church, payment

⁸*Kalparrin Constitution* (1968), clauses 1, 2, p. 1.

⁹*Ibid*, clause 3.

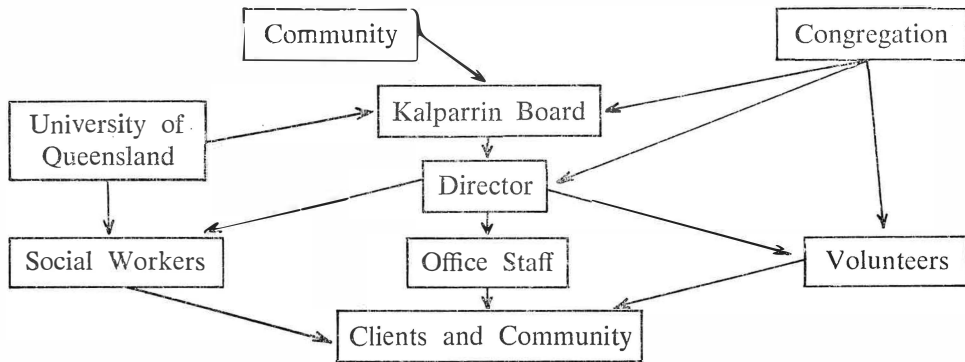


Fig. 1.—Agency structure.

of which is received on an annual basis, has to date provided the bulk of the agency's income. This is supplemented by donations from service clubs, charitable organizations, and private individuals, and by revenue from fund-raising functions undertaken by the Board of Management or by a recently formed Ladies' Auxiliary. The agency receives no financial aid from Commonwealth or State governments.

Client groups

Although the constitution states that the agency's clients are to be drawn from the geographical area in which the agency is located, it makes provision for acceptance of clients, regardless of the area in which they reside and "irrespective of colour, class or creed".¹⁰

CASE ANALYSIS

Scope and methods

The rationale behind the analysis of the agency's cases and clients was quite simple. First, it was assumed that an organization requires precise information about its existing structures and functions. An enumeration of all cases handled yields basic information that is of central concern to the agency.¹¹ How many clients are there? Are the numbers growing; that is, is the agency expanding? And, an important question for a family welfare agency with a wide definition of service, what kinds of problems do the clients have? Second, it is important that an agency should know something about the people it serves. What are the characteristics of its clients? Are they young or old? Does religion play a part? What about social status—will the agency attract either predominantly working-class or white-collar clients, or will there be a mixed clientele?

These questions raise issues that have relevance for the wider field of social work. Specifically, social work lacks what might well be called a "theory of clients", concerned with the following kinds of problems: Who are they, and what are their

¹⁰Ibid., clause 4.

¹¹Obviously a total enumeration of all cases handled by an agency is impossible in a large agency such as a government welfare organization. In this case, sampling procedures would be appropriate.

characteristics? How do they become clients? Does socio-economic status (or age, or religion, or sex) influence their decision to seek help and their selection of a particular agency and the type of problem they present to the agency?¹² There are no clear answers available to these questions and this has highlighted a significant gap in social work knowledge. This gap is characterized by the paucity of empirical research work on these issues; perhaps the only worthwhile studies are Coursey, Leyendecker, and Siegle's socio-economic survey of family agency clients¹³ and Mayer and Timms' study of clients' impressions of casework.¹⁴ There is no comparable research in an Australian context. Exploratory studies are needed and the present investigation seeks to provide information about the clients of a church-sponsored, voluntary family welfare agency.

An analysis was made of the records (case-files and monthly statistics sheets) kept on all clients who have come to Kalparrin from September 1968, when counselling services began, to April 1971. The method of data analysis was a simple counting and then hand-tabulation of information (such as the client's age or presenting problem) onto tally sheets. This was carried out by the volunteers under the guidance of the social work staff.

The first point to be made is that some of the data sought was unobtainable. The agency has not yet established a routine, structured method of recording information about new clients at intake. The records on face sheets varied in quality and often proved inadequate for statistical purposes. For example, the data on the client's religious affiliation were available in less than half of the cases, making it useless for the purpose of research. Other information (such as the source of referral of each client) was of such doubtful quality as to preclude the possibility of drawing any adequate conclusions from it. There is an important lesson to be learned here about the usefulness of existing social work records for research. Any agency which hopes to use files and records for research should critically examine the systems in current use.¹⁵

A preliminary distinction can be made between two types of cases handled at Kalparrin. At the end of each month an evaluation is made of all new cases which have been opened during the month and they are classified into either "short-contact" or "long-term" categories. Clients who have been seen not more than twice and who have neither returned nor made subsequent contact with the agency during the month are classified as short contacts. This applies both where no further contact was arranged with the agency or where such contact was arranged but was not followed through by the client. Long-term clients are those who, by the end of their

¹²Kadushin's study of persons attending a psychiatric outpatient clinic provides the initial stimulus for this sort of approach. (Charles Kadushin, *Why People Go to Psychiatrists* [New York: Atherton Books, 1969].) Mayer and Timms have recently taken up these issues in a social work context when they exhort researchers to do client-oriented studies. (John E. Mayer and Noel Timms, *The Client Speaks: Working Class Impressions of Casework* [London: Routledge and Kegan Paul, 1970].) See also Scott Briar, "Welfare from Below: Recipients' Views of the Public Welfare System", in *The Law of the Poor*, ed. J. Ten Broek (San Francisco: Chandler Publishing Co., 1966), pp. 46-61.

¹³P. Coursey, G. Leyendecker, and E. Siegle, "A Socio-economic Survey of Family Agency Clients", *Social Casework*, 46, no. 6 (1965): 331-38.

¹⁴Mayer and Timms, *The Client Speaks*.

¹⁵B. M. Hensen, R. A. Holt, and A. M. Brennan, "Myths of Recording", *Australian Journal of Social Work* 21, no. 4 (1968): 3-8.

first month of contact, have indicated a need to attend the agency regularly over a period of time and have begun to do so during that month. These categories are not, of course, mutually exclusive, and there are some cases each month which do not fit neatly into one category or the other. In such circumstances decisions made by the social worker follow the general pattern of designating a case as short-contact unless it can be clearly be seen not to be so. Short-contact clients who may return occasionally to the agency over a longer period of time, usually maintain their original label as short-contact cases.

Results

Table 1 shows the total number of cases handled at Kalparrin, including the proportion of short- and long-term contacts.¹⁶

TABLE 1
Total number of cases (from case records)

Total number of cases (September 1968–April 1971)	552
Number of short contacts	378 (68 per cent)
Number of long-term cases	174 (32 per cent)

Rate of growth

In examining the rate of growth of the agency in terms of client numbers, three time periods have been designated:

- (i) September 1968–June 1969—Beginning period.
- (ii) July 1969–June 1970—Middle period.
- (iii) July 1970–April 1971—Current period.

Table 2 shows the proportion of the total caseload which falls in each of these time periods. It shows quite clearly the progressive increase in the number of clients since the agency was established and also the accelerated rate of growth in the last ten months up to the time the study began.

TABLE 2
Distribution of cases over time

Time periods	Number	Percentage of total caseload
September 1968–June 1969	80	15
July 1969–June 1970	167	30
July 1970–April 1971	305	55

¹⁶Throughout this report, all percentage figures given have been taken to two decimal places and rounded for convenience.

Interestingly, the agency staff consider that this accelerated increase in clientele can be attributed mainly to mass media publicity. In August 1970, a television programme began in which a panel considered problems submitted by viewers and then gave advice or made referrals to other sources of help. In this programme and in a newspaper advice column, frequent references to Kalparrin were made and people with problems were often referred to the agency. The agency's visibility in the community has therefore been increased, and consequently Kalparrin is now more accessible to potential clients.

The proportion of short- and long-term cases carried by the agency is reported in table 3, and it is evident that the proportion of short-contact cases is increasing.

TABLE 3
Proportion of short-contact and long-term cases in each time period
(percentages)

Type of case	September 1968– June 1969	July 1969– June 1970	July 1970– April 1971
Short-contact	44	61	79
Long-term	56 (80)	39 (167)	21 (305)

There is a corresponding decrease in the proportion of long-term cases, although the actual number of long-term cases has remained fairly steady during the last two time periods. This trend—the rapid increase of short-contact cases—is most fruitfully considered in relation to the data on presenting problems.

TABLE 4
Clients' original presenting problems regrouped into five new categories
and the proportion of these in the caseload

Original presenting problem	New category	Number	Percentage of total caseload
Family welfare Marital Aged welfare*	(1) General family problems	219	40
Youth welfare Premarital Unmarried mothers	(2) Youth problems	50	9
Psychosis Neurosis Personality disorders Physical health*	(3) Mental health	51	9
Finance Accommodation Employment	(4) Practical problems	200	36
—	(5) Mixed (miscellaneous) problems	32	6

* The numbers in both of these categories were small (e.g., only one physical health problem). For convenience it was decided to incorporate them into the broader categories.

Presenting problems

When new cases are assessed at the end of each month, they are categorized by the nature of the problem which the client presented as his reason for coming to the agency. There are twelve types of presenting problems which have been collapsed into five categories for the purpose of analysis. This information, and the proportion of each type of problem in the caseload, is reported in table 4.

It can be seen that two kinds of cases form the bulk of the caseload at Kalparrin. On the one hand there are those clients with general family problems, 40 per cent of the total; on the other hand, those with problems of a practical nature, 36 per cent. The remainder are youth problems, 9 per cent of the caseload, mental health problems, 9 per cent, and finally mixed problems, constituting 6 per cent of the total.

A more detailed examination was made of the interplay of the relationship between presenting problems, and the type of case contact (long- or short-term) and the growth of the agency over time (see tables 5 and 6 for details).

TABLE 5
Relation between type of case and presenting problems
(percentages)

Type of case	Presenting problems				
	General family	Youth	Mental health	Practical	Mixed
Short-contact	60	76	69	86	59
Long-term	40	24	31	14	41
	(219)	(50)	(51)	(200)	(32)

TABLE 6
Proportion of presenting problems in each time period
(percentages)

Time period	Presenting problems				
	General family	Youth	Mental health	Practical	Mixed
September 1968–June 1969	12	6	29	18	9
July 1969–June 1970	21	20	31	41	41
July 1970–April 1971	67	74	40	41	50
	(219)	(50)	(51)	(200)	(32)

The data in table 6 show that there has been a dramatic increase in the number of clients with family problems, the bulk of clients in this category (67 per cent) having come to the agency in the last nine months. As 60 per cent of clients in this category are short-contact cases (see table 5), it is very likely then that there has been a substantial increase in short-contact family welfare cases coming to the agency in its most recent phase of development. It is suggested that this phenomenon can be attributed mainly to mass media publicity about Kalparrin and about the role of social workers in such an agency.

The higher proportion of short contacts compared with the long-term cases in this category (of general family problems) could be interpreted in several ways. Clients may have expectations of quick solutions to their problems and be unmotivated to return when their expectations are not met in the initial contact with the social worker; the standard of service may not meet client expectations; clients may be ambivalent in their desire to engage in potentially change-producing and, therefore, equilibrium-disturbing treatment. It may be, however, that, in a community with heightened awareness of services available, many clients are seeking help at an earlier stage in the development of their problems. Thus they require and seek only brief contact with an agency, perhaps to clarify matters which are of concern to them but which are not necessarily major problems requiring prolonged treatment. Another interesting possibility is that the publicity given to the agency has resulted in some clients thinking of Kalparrin in times of crisis as a possible source of help. After crisis intervention by the agency staff, it may be that the client is able to cope in his usual way and as the crisis passes, he no longer feels the need for outside help.

All of this is a matter of speculation. However, at least some of the relatively large number of clients who in recent times have come to the agency with family problems and who have been seen not more than once or twice may have received in counselling the assistance for which they came. The statistical information about cases available for this study does not provide the data which would enable these hypotheses to be pursued. What is required is further intensive study of the clients themselves.¹⁷

Clients with problems of a practical kind (employment, accommodation, finance) are mainly short-contact cases (see table 5); over 80 per cent are in this group, which is understandable since their request is of a specific nature and requiring immediate attention. Within this category are those short-contact cases who return periodically to the agency with the same request (e.g., finance). The agency does provide very limited assistance from a benevolent fund but more often clients are referred to other voluntary agencies which are specifically equipped to deal with these problems. Many of the clients with practical problems have other associated problems—family problems, mental health problems—but fall into this category because their presenting request is for practical assistance of some kind.

Table 6 shows that there was a marked rate of increase in requests for practical assistance from the first time period to the middle one (18 per cent to 41 per cent), but that there has been no increase in rate since that time. Comparing this with the figures for general family problems, there has been a trend away from practical problems towards family problems, from giving assistance to counselling. From the first time period to the second, there was an increase of 9 per cent in the new cases with general family problems. From the middle to the current period, the increase was much greater, 46 per cent (from 46 cases to 147) while the percentage of cases with

¹⁷Plans are now under way for a large, two-stage research study of the clients of Kalparrin, in which it is hoped to interview over two hundred clients. The first stage will involve an investigation of the client's knowledge of the agency (does he know who staffs it, who funds it? how did he choose Kalparrin—or who referred him?) and his perceptions of his problems and the agency he has approached for help (his expectations of treatment and his role in the treatment process, and his understanding of his problems). The second stage will be a follow-up study of clients. Were they helped? If so, how? If not, why not? This project is an extension of the present research operations, guided by the same theoretical and practical considerations.

practical problems remained the same at 41 per cent for these two periods (83 cases in the middle period and 85 currently). It can be seen then that Kalparrin is now being used more as a family welfare agency than as an agency giving practical assistance. This is a reversal of the situation which existed in the agency from its inception until June 1970, i.e., the first twenty-one months.

Although the proportion of youth welfare cases seen by the agency is relatively small—9 per cent of the caseload—table 6 shows the very considerable increase in the rate of these cases. There were only three cases in the first period, ten in the middle time period, and thirty-seven in the last nine months—a total increase of 68 per cent. Once again, it seems likely that this trend can be attributed to mass media publicity increasing the agency's visibility to the community. The speculations made above about the proportion of short contacts in the total caseload, and in the category of family problems in particular, can be applied to youth problems as well, where 76 per cent of the cases in this category are short contacts (see table 5).

Mental health problems represent 9 per cent of the total caseload. The title may be somewhat misleading. The category includes clients whose presenting problem was their own psychosis, neurosis, personality disorder and, in one case only, (long-term) physical ill health. No attempt has been made here, nor for the purposes of agency statistics, to define these terms in any strict way. However it is estimated that most of these cases could be broadly classified as personality disorder, rather fewer cases as neurosis, and very few indeed as psychosis. This client group shows more consistency in numbers over the time periods than any other category of presenting problem, with 29 per cent in the initial phase, 31 per cent in the middle and a slight increase to 40 per cent in the recent period (table 6).

The final category refers to those cases where more than one problem is involved and this represents 6 per cent of the total cases.

Source of referral

Although information was available from the agency statistical sheets about the sources of referral of clients, it was of little use for a research study. The categories were too broad and ill-defined and the form in which the data was collected precluded any kind of cross-tabulation with other variables (such as occupation or presenting problem). One striking aspect of table 7 is the very high number of referrals by self or associate. This category seemed to be something of a "catch-all" but even so, the number of clients who have said that they came to Kalparrin on their own initiative or on the advice of a friend is nearly two-and-a-half times greater than the number of clients referred from all other sources. It is true that some of the clients described as self-referred might well have been included in another category if more specific details had been elicited from them at intake but the number of those referred by self or associate is so substantially larger than the numbers in any other category that it seems a very positive indication of the visibility of the agency to a number of people who are in need of help. The source of referral of clients to Kalparrin is to be one of the central topics of the proposed future research programme at the agency as described in footnote 17.

Residence

Information on the client's place of residence was extracted from the case files. Residence was recorded quite simply by pins placed in appropriate suburbs on a large

TABLE 7
Source of referral of clients to Kalparrin
(Frequencies)

Source	Number
Self or associate	440
Government department	23
Voluntary agency	24
Hospital	8
Private doctor	4
Minister of religion	55
Industrial	12
Other	45

These figures are taken to the end of June 1971.

map of the city and outer suburban areas. This revealed the largest single cluster of clients to be from the inner city area where the agency is situated, and in the surrounding north side inner suburbs. It is very likely that the ease of access of Kalparrin plays an important part in the decision of these clients to seek help. It can be argued that Kalparrin is providing a valuable service to the inner city area, a geographical location that may be expected to have a disproportionate amount of social pathology and disorganization.¹⁸ The remainder of the client population fell in small clusters in almost every suburb of the city, extending right out through the outer suburbs to semi-rural areas about twenty-five to thirty miles from the city centre.

Client characteristics

Age. The age of the client population, divided into short- and long-term cases, is presented in table 8. The most significant fact revealed here is that in 15 per cent

TABLE 8
Age: Comparison of short-contact and long-term cases
(percentages)

Age	Type of case	
	Short-contact	Long-term
Under 17 years	4	3
17-19 years	3	5
20-29	17	21
30-39	9	24
40-49	10	15
50-59	6	9
60-69	4	2
Over 70 years	1	7
Unknown	47	15
	(378)	(174)

¹⁸The role of the inner city welfare agency in meeting the challenge of social and personal disorganization in urban areas is discussed in Henry Freeman et al., "Can a Family Agency Be Relevant to the Inner Urban Scene?" *Social Casework* 51, no. 1 (1970): 12-21.

of the long-term cases and in nearly half of the short-contact cases (47 per cent) this information was not recoverable from the files. While this imposes severe limitations on the usefulness of this data, a pattern does emerge of an agency providing service to clients in the middle and younger age groups. From the figures available it can be seen that a considerable proportion of the clients are young; nearly 30 per cent of long-term cases are under thirty years of age and the figure is 24 per cent of the short-contact cases. For both short- and long-term cases, the majority of the clients are under fifty years of age.

Occupation. Information about the occupational backgrounds of Kalparrin clients was obtained from the case records. Two steps were involved. First, the occupations were coded into one of ten groups in the method devised by Broom, Jones, and Zubrzycki in their occupational classification of the Australian workforce.¹⁹ Second, because of the small number in some of these groups, these categories were collapsed in the following way: Professional, managerial, clerical and sales workers become the "white-collar" category and this group is slightly over-represented by clerical and sales workers. Skilled, semi-skilled, and unskilled workers became the "blue-collar" or manual worker category and in this, the greatest proportion were in the unskilled group. Finally, miscellaneous and unknown occupations were grouped together as "unknown", a large majority of these cases being unknown.

In family and marital cases the occupation of the male (father-husband) has been recorded wherever possible. Where this information was not available, the female's occupation was recorded and this accounts for a proportion of cases in the housewife category. The remainder in this latter group comprise female clients who do not work and who do not have an employed adult male in the family. The pensioner category incorporates those clients whose only source of income is a pension of some kind. The distribution of clients over the occupational categories is presented in table 9.

TABLE 9
Occupational backgrounds of Kalparrin clients

Occupation	Number	Percentage of total caseload
White-collar	81	15
Manual worker	140	25
Housewife	87	16
Pensioner	65	12
Unemployed	110	20
Unknown	69	12

Manual workers represent the largest single client group, 25 per cent of the total, and white-collar workers too are quite well represented (15 per cent). The other three groups (unemployed, housewife, pensioner), while they together form a sizeable proportion of the caseload, can not be ranked for socio-economic status. Not surprisingly, considering the fact that 36 per cent of clients are receiving help of a

¹⁹L. Broom, F. L. Jones, and J. Zubrzycki, "An Occupational Classification of the Australian Workforce", *Australian and New Zealand Journal of Sociology* 1, no. 2 (1965): Supplement.

practical kind, some 20 per cent of the clients are described as unemployed while 16 per cent are described as housewives and 12 per cent are pensioners. There is a disappointingly high proportion of the total cases in the occupation unknown category (12 per cent), which reflects the gaps in the information kept in the social work case files.²⁰

The relationship between the client's occupation and presenting problem is reported in table 10. The figures are interesting. Most white-collar clients had counselling problems—64 per cent with family problems, 13 per cent with youth problems and 12 per cent with problems of mental ill health. As might be expected, only a small number of these clients (6 per cent) applied for practical assistance of any kind.

TABLE 10
Proportion of presenting problems in occupational groups
(percentages)

Presenting problem	Occupational group					
	White collar	Manual	Housewife	Pensioner	Un-employed	Unknown
General family	64	36	72	32	6	38
Youth	13	7	3	0	9	22
Mental health	12	14	6	11	5	12
Practical	6	36	19	52	70	28
Mixed	5	7	0	5	10	0
	(81)	(140)	(87)	(65)	(110)	(69)

Blue-collar workers present a different kind of picture: a considerable proportion of them applied for practical help, 36 per cent, and the highest proportion of mental health problems, 14 per cent, was in this group. Manual workers are much less likely than white-collar workers to come for counselling; 36 per cent of manual workers as compared with 64 per cent of white-collar workers had family problems, and the figures for clients with youth problems are 7 per cent for blue-collar and 13 per cent for white-collar workers.

Not surprisingly, the unemployed group were found to have mainly practical problems (70 per cent) and very few family (6 per cent), youth (9 per cent) or mental health problems (5 per cent). Similarly, the highest percentage of pensioners, 52 per cent, sought help with practical matters, although a significant proportion (32 per cent) came to the agency with general family problems and fewer with problems of mental health (11 per cent). By contrast, the highest proportion of housewives required help with family problems (72 per cent) although nearly 20 per cent had practical problems. It would be interesting to know something about the occupational backgrounds of this last group; for example, are they mainly from blue-collar or white-collar families?

²⁰It could be argued that such information as the client's occupation is of marginal use in a casework agency. The question raised here is what kinds of information does an agency require for its day to day working? Such information should be kept in a systematic and orderly fashion. Whether the information available is adequate for research is another, though important question.

Finally, the relationship between the client's occupational background and the type of case contact was examined (see table 11). Once again, interesting differences emerged between white- and blue-collar client groups. White-collar clients—who provided the highest proportion of long-term cases—were more likely than manual workers to remain as long-term clients; 53 per cent of white-collar as compared with 44 per cent of blue-collar clients were classified as long-term contacts. The trend is of course reversed for brief-contact cases; 47 per cent of white-collar clients and 56 per cent of blue-collar clients were short-term cases. The limited data presented here on clients' occupations suggest an interesting relationship between socio-economic status and patterns of receiving help which should be pursued in further research.²¹

TABLE 11
Proportion of short-contact and long-term cases by client's occupation
(percentage)

Type of case	Occupational group					
	White-collar	Manual	Housewife	Pensioner	Un-employed	Unknown
Short-contact	47	56	82	52	88	84
Long-term	53 (81)	44 (140)	18 (87)	48 (65)	12 (110)	16 (69)

Although slightly over half of the pensioners (52 per cent) are short-contact cases, a considerable proportion, 48 per cent, required long-term casework services from Kalparrin. The majority of unemployed clients (88 per cent), and 82 per cent of clients identified as housewives are short-contact cases.

This completes the first section of this report, the description and analysis, from within, of the agency's structure and function. The history behind its establishment has been outlined, together with a description of how it is organized, staffed, controlled, and financed. Its function has been examined in relation to the clients it serves. The agency clientele has been analyzed to ascertain numbers and rate of growth, types of case handled (long- and short-term contacts), and the kinds of problems clients bring to the agency. In addition, characteristics of the clients—their occupational background, age, and place of residence—have been examined. Turning from this introspective analysis, the study now moves to its second major part, the interview survey which was undertaken to find out what is known about the agency from the outside.

²¹There is a well researched and documented relationship between social class and case-work, counselling and psychotherapy. Lower-class persons spend less time in treatment in inter-personal helping relationships than do middle-class people, either because of voluntary dropping-out or because of premature termination by the therapist. On this topic, see for example, Jessie Bernard, "Functions and Limitations in Counselling and Psychotherapy", in *Explorations in Sociology and Counselling*, ed. Donald A. Hansen (Boston: Houghton Mifflin Co., 1969), pp. 348-77.

THE SURVEY

Scope and methods

The interview survey was planned with the following objectives in mind:

- (a) to find out what certain members of the community—the people who finance Kalparrin and those who are actual or potential sources of referral of clients—know about Kalparrin two years after its inception and how accurate is their knowledge;
- (b) to find out whether these same people know about similar voluntary agencies in the community and what their attitudes are towards such agencies and to the provision of voluntary welfare services;
- (c) to ascertain how frequently these people encountered a range of social and personal problems.

A pilot study of twenty respondents was conducted in November 1970 and on the basis of this a final interview schedule was devised. Five topics were covered in the questionnaire.²² The first questions in the schedule related to whether the respondents encountered a variety of social and personal problems and to their attitudes towards people seeking help for these problems. In the next part of the schedule respondents were tested about their knowledge of the existence and function of six voluntary agencies in the community, including Kalparrin. This was followed by a series of questions seeking detailed information from the respondents about Kalparrin—its staff, finances, functions, whom it serves, etc. The next questions explored the respondents' opinions of welfare services in general—whether there is a need for them, whose responsibility it is to provide them, and the role of the churches in welfare. Finally, personal information was obtained from each respondent (age, sex, marital status, etc.)

The survey was conducted during January–March 1971. A letter was sent to each person selected in the sample, requesting an interview and proposing a tentative appointment time. This letter was made deliberately vague because the nature and purpose of the survey made it necessary to avoid revealing any information about Kalparrin. It stressed the confidential nature of the survey and the importance of the receiver's cooperation, regardless of how much or how little he knew about Kalparrin. All interviewing in the project was carried out by four second-year Social Work students from the University as part of their first field-work experience. They were thoroughly prepared in briefing sessions that included role-playing interview practice.

An average of thirty minutes was required to complete the schedule and at the end of the interview each respondent was invited to ask questions or make comments about the survey. The completed questionnaires were then edited and the information was transferred to computer punch cards, to be analyzed on the GE 225 computer at Queensland University.²³

²²See Appendix III for the full questionnaire.

²³Our thanks are due to the Department of Anthropology and Sociology at the University for making available their programmes and for their advice in the computer analysis.

The sample

Composition

There were nine categories of respondents in the sample, drawn from nine groups in the community who were considered to have an actual or potential relationship with the agency. These groups are listed below, with the reasons for their inclusion in the total sample:

- (a) A sample of the congregation, which was responsible for the establishment of the agency. For this reason, and because they provide finance for Kalparrin, their knowledge of and attitudes to the agency and to general welfare issues were considered important information.
- (b) All of the Presbyterian ministers in the city and outskirts. Since the agency is specifically—although by no means principally—a Presbyterian one and is supported by a large grant from the Presbyterian church, the knowledge and opinions of all such ministers were considered necessary information.
- (c) A sample of personnel officers (or staff members in similar senior positions) of business houses in the inner city area in which the agency is located. The agency's purpose is to serve primarily (but not exclusively) the immediate local community. As a large proportion of this community is employed by local businesses, it was considered useful to know the extent of knowledge about the agency held by senior personnel who might refer to Kalparrin members of their staff who needed social work help.
- (d), (e), and (f) All general medical practitioners in the area, head teachers of all schools in the area and the local ministers of religion (other than Presbyterian). These three groups of people all have constant professional contact with members of the local community. Their knowledge about and attitudes towards welfare issues generally and to Kalparrin in particular are important because, in their respective professions, they are in positions of respect and they are seen as sources of advice by the local community.
- (g) and (h) A senior personnel officer from each of the hospitals in the city. This group comprised (g), the senior social worker in hospitals which provide a social work service and (h) the matron or administrator in all other hospitals. In their work, both groups would come into contact with large numbers of people from the community who, because of personal ill health or the sickness of relatives or friends, may at times be in need of welfare services as well as health services.
- (i) A senior staff member from each of the government and private welfare services in the city. Where these agencies had social work staff, the senior social worker was interviewed, in other agencies the head or chief administrator. They were included for the same general reasons as groups (d) to (h) inclusive.

Method of sampling

Brief mention should be made of the way in which the sample was drawn because this involved a departure from strict probability procedures. The data-gathering process was closely tied to and guided by the rationale used in selecting the

composition of the sample. It was necessary to use both random sampling methods and, in some cases, the complete enumeration of all the individuals in a group.²⁴

Practical exigencies of time, money, and personnel required that the sample be limited to no more than two hundred respondents. The composition of the final sample would, of necessity, be uneven because of the varying sizes of the groups.

For those categories where it was desired to interview the total number of persons (Presbyterian ministers, local general practitioners, head teachers of local schools, religious ministers from the local area and one person from each hospital in the city), names and addresses were obtained from a variety of sources (for example, telephone and street directories, Central Church Office, etc.) and cross-checked where possible; all potential respondents were approached.

From the congregation a sample of fifty was sought, representing approximately one-third of the total adult congregation and adherents. A comprehensive list of these people was supplied by the Session Clerk and every third person was selected from it. Because of the high rate of unavailability or refusal from this initial sample group, it was necessary to make a second selection. This comprised persons from households and/or families who had not been contacted in the initial sample. From a total of eighty-five members of the congregation who were approached, eleven were unavailable, twenty-nine refused and the final sample of respondents numbered forty-six. The percentage of refusals from the congregation was 32 per cent.

The local Business Council supplied a list of all its members and from this a selection was made of those twenty-five businesses which were considered to have most relevance for Kalparrin in terms of contact with possible or potential clients. Once again, a high rate of unavailability or refusal necessitated further sampling. This took the form of a random selection from those businesses which had not already been contacted. Twenty-five interviews were obtained from a total of forty-five approached, with nineteen refusals and one unavailable.

Forty welfare agencies were approached and twenty-four interviews were obtained; there were eleven refusals and five people were unavailable.

Problems and limitations

The refusal rate. Letters were sent to 271 persons requesting their participation in a survey about Kalparrin, and 165 completed interviews were obtained. Table 12 shows the breakdown of these figures into respondent categories; making allowance for the proportion in each group approached who were unavailable (because of ill health, change of address, etc.) it shows the percentage of outright refusals in each category.

There are several possible explanations for these fairly high refusal rates. The deliberately vague and uninformative nature of the forwarding letter may, at the most, have aroused suspicion and, at the least, failed to arouse interest in those potential respondents who had never heard of Kalparrin. Some of the business personnel, doctors, head teachers and hospital and agency personnel are likely to fall into that category. The demand on professional time, for no apparent reward, would

²⁴Alternative strategies in the sampling process (statistical versus theoretical sampling, non-interactive versus interactive sampling) are discussed in Norman K. Denzin, ed., *Sociological Methods: A Sourcebook* (Chicago: Aldine Publishing Co., 1970), pp. 99-104.

constitute another possible reason for refusal in these groups. This may be particularly applicable to head teachers of schools who were approached just prior to the beginning of the school year (five of the eleven head teachers approached refused to participate). In retrospect, the refusal rates in these groups are not surprisingly high.

TABLE 12
Refusal rate in sample

Respondent categories	Total number approached	Total number of completed interviews	Percentage of outright refusals
Congregation	85	46	32
Presbyterian ministers	57	45	11
Business personnel	45	25	42
General practitioners	8	4	25
Head teachers	11	6	45
Local ministers of religion	14	7	38
Hospital social workers	5	5	0
Hospital non-social workers	6	3	50
Welfare agency personnel	40	24	28
Total	271	165	—

Apart from hospital social workers, with all five in this group participating, the lowest refusal rate (11 per cent) was from the Presbyterian ministers. This was interesting, because although the social workers at Kalparrin indicate that very few referrals come from Presbyterian ministers, their response to the survey reveals a lively concern with the agency.

In direct contrast, there was a high refusal rate (32 per cent) from that category of respondents which may be supposed to have the greatest degree of association with the agency—the congregation, who were responsible for its establishment. The fact that the average age of the congregation is quite high (over half of those interviewed were sixty years and older) could account for some reluctance to participate, or for a low expectation on their part of making a useful contribution. It must also be open to speculation that the high refusal rate by members of the congregation could reflect attitudes of indifference, or even hostility, to the agency. Comments made by some members of the congregation who participated in the survey give support to the latter claim. Some comments reflected opinions that Kalparrin was too great a financial strain on the congregation, that they had been misled about the amount of money that would be involved or that the added burden of the directorship of the agency had, in the past, detracted from the time available for the minister to dispense his pastoral duties to the congregation. These comments indicate one stream of negative opinion about the agency. If other members of the congregation have similar negative attitudes this might account for the relatively high rate of refusal to participate in the survey.

Finally, a factor contributing to the overall refusal rate might have been a fear on the part of potential respondents that participation in the survey might involve the donation of a substantial amount of money.

Limitations of the survey. An overarching consideration in much of social science research, and in survey work in particular, is the limitation imposed by the shortage of time and money. The present study is of course no exception. The prime concern was to gather information of direct relevance to the self-analysis of Kalparrin. The sample chosen was limited to groups in the community that had an actual or potential linkage to Kalparrin in a number of capacities, for example as referral sources. The concept of a random sample selected from, say, a telephone directory or an electoral roll was irrelevant to the objectives of the study.

Nevertheless, in some instances it was possible to select respondents in a random way by drawing, for example in the case of the congregation, one person in three from a list of names. However, other respondent categories, such as the doctors, were used in toto. The final sample was one hundred and sixty-five persons.

In the course of the analysis of the data the discussion will touch on matters of relevance to the wider field of social welfare (opinions about the provision of general social welfare helping services, perceptions about the role of the church in welfare, etc.). It is important to recognize however, that in view of the limitations of the sample—its size and special composition—considerable caution is needed in making generalizations about the community as a whole. For the same reason, tests of significance have not been used in the analysis. Instead, cross-tabulations were employed to indicate the main trends in the data. Demographic characteristics of the sample—age, sex, occupation, marital status, education and religious affiliation—are presented in Appendix I.

The results

Knowledge about Kalparrin

Existence and location. A high proportion of the total sample (78 per cent) said that they had heard about Kalparrin and 72 per cent said they knew where it was situated. Of this 72 per cent, all but one person knew the correct location of the agency so it can be assumed that those who said they knew Kalparrin were referring to the correct agency.

To gauge how well known Kalparrin was and to compare knowledge about it with knowledge of other voluntary services, respondents were asked if they had heard about a number of similar agencies. As table 13 below shows, only two such

TABLE 13
Comparison of knowledge of voluntary agencies
(percentages) (N = 165)

Extent of knowledge in total sample	Agencies					
	Lifeline	Marriage Guidance Council	St.Vincent de Paul	Kalparrin	Catholic Family Welfare Bureau	Brisbane City Mission
Had heard of	97	97	96	78	64	98
Had not heard of	3	3	4	22	36	2

agencies—Kalparrin and the Catholic Family Welfare Bureau—were at all unfamiliar to the sample. Overall, the level of knowledge of the respondents about voluntary welfare services appears to be high.

An analysis was undertaken to look more closely at those respondents who had not known about Kalparrin and the Catholic Family Welfare Bureau. For this purpose the original nine categories of respondent have been collapsed into the following groups:

- (1) Members of the congregation
- (2) Personnel of business organizations
- (3) Presbyterian ministers
- (4) Local professionals; this includes the general practitioners, ministers of religion (other than Presbyterian), and head teachers of schools in the area surrounding Kalparrin
- (5) Social workers and other staff of hospital and welfare agencies included in the sample.

Table 14 contains a breakdown of the sample, by respondent category, of those persons who had not heard of Kalparrin (36 respondents) or the Catholic Family Welfare Bureau (59 respondents). It can be seen that the group with the lowest level of knowledge about Kalparrin is the personnel of business organizations; 62 per cent of them have not heard about Kalparrin. In addition, 35 per cent of them have not heard of the Catholic Family Welfare Bureau. Predictably, members of the congregation and Presbyterian ministers were the most familiar with Kalparrin, although 47 per cent of the congregation and 44 per cent of the Presbyterian ministers had not heard of the Catholic Family Welfare Bureau. More of the local professionals and more of the staff of welfare agencies and hospitals (as well as more of the business people) knew about the Catholic Family Welfare Bureau than knew about Kalparrin.

TABLE 14
Analysis by respondent category of those not knowing about Kalparrin and the
Catholic Family Welfare Bureau
(percentages)

Agency <i>not</i> heard about	Category of respondent				
	Member of congregation	Personnel of business organizations	Presbyterian ministers	Local professionals	Personnel of welfare agencies and hospitals
Kalparrin	0	62	2	40	38
Catholic Family Welfare Bureau	47	35	44	24	16

A further analysis was made of those respondents who had not heard about Kalparrin, in terms of their age and religious affiliation. Respondents who did not know about Kalparrin were relatively evenly distributed over a spread of years, although there was a noticeably smaller percentage of the sixty years and over age

group who did not know about the agency. This can be attributed to the fact that over half of the congregation are in this older age group and there was, understandably, no one from the congregation who had not heard of Kalparrin.

An analysis by the respondent's religious affiliation produced some interesting information. Because of the deliberate sampling of specific respondent groups 60 per cent of the total sample were Presbyterian and of these only 5 per cent did not know of Kalparrin. On the other hand, however, 65 per cent of Catholics in the sample had not heard of Kalparrin and, in between these two extremes fell the Church of England, No Religion, "Other", and Methodist. Thus while the Presbyterians, including ministers and the congregation, had a low level of knowledge about the Catholic Family Welfare Bureau, the Catholics in the sample had little knowledge of Kalparrin.

Services provided. The discussion now turns to a more detailed consideration of the knowledge of the 129 respondents who said that they had heard about Kalparrin. These respondents constituted 78 per cent of the total sample and they were asked: "What type of service do you think it provides?" Interviewers simply circled one of a list of choices which most closely resembled the respondent's reply. They were instructed to probe for specific details from the respondent. The results are given in table 15.

TABLE 15
The services that respondents thought Kalparrin offered

Types of services offered	Number	Percentage
Counselling centre	79	61
Centre for providing practical help	2	1
Centre for help with religious problems	0	0
All three above	10	8
Any other	19	15
Not sure	19	15
Total	129	100

Significantly, only 8 per cent of those who had heard of Kalparrin had completely accurate knowledge of the services it offers—counselling, practical help and help with religious problems. A closer analysis of this figure revealed that only four members of the congregation and four Presbyterian ministers gave a comprehensive description of the agency's services. The majority of respondents (61 per cent) saw Kalparrin as providing counselling services only, while most of the "any other" category, which comprised 15 per cent of the total, listed counselling and practical help as the agency's work. Two respondents thought that Kalparrin offered practical assistance only.

It is interesting to compare this information—what services people see Kalparrin as providing—with the data in table 4, which shows the services actually provided by the agency. For example, no more than two respondents saw the agency as providing only practical assistance and a further ten saw the agency providing practical help as well as counselling and pastoral services. In fact, over a third of the work done by the agency has been the result of presenting problems of a practical kind. There is no

category in the statistical records for clients with problems of a religious nature and, to date, there have been only a small number of problems which have a specifically religious content. While the agency's constitution states that pastoral counselling is one of the three types of service to be available at Kalparrin, only 8 per cent of those who knew of the agency's existence volunteered pastoral counselling as an integral part of the services offered.

This perspective is altered somewhat when the respondents were asked to choose which single item they considered best described Kalparrin, from a prepared list presented on a card (see table 16). It can be seen that 45 per cent (or 58 respondents) selected the spiritual dimension associated with counselling as a major part of Kalparrin's role, and members of the congregation and Presbyterian ministers constituted 90 per cent of this group. In relation to pastoral counselling a different type of response was evoked when the sample was presented with a list of fixed choices to describe Kalparrin from that evoked when they were required to initiate descriptions of the agency unaided.

TABLE 16
Respondents' description of Kalparrin from list of fixed choices

Description	Number	Percentage
Spiritual and counselling centre	58	45
Marriage counselling centre	1	1
Home for unmarried mothers	1	1
Family welfare agency	52	40
Centre where money and practical help are given	2	1
Other	5	4
Don't know	10	8
Total	129	100

As well, table 16 shows that the majority of respondents who know of Kalparrin chose general descriptions of the agency—family welfare centre (40 per cent) and spiritual and counselling centre (45 per cent). So that, although a substantial proportion of the agency's clients so far have sought practical help (more than a third of them), the agency does not have, in the perception of this sample, a clearly defined image as offering services of a practical kind.

Most respondents, then, tend to perceive the agency as having a generalized welfare-counselling role and this is congruent with the diversified functions which it has to date performed. This generalization receives some support from the following analysis of the respondents' perceptions of the clientele of Kalparrin.

When respondents were asked to choose from a prepared list the one client group they considered came to Kalparrin most often, the majority of them selected broad client categories (table 17). It may be, of course, that many respondents are not sure what kinds of services are offered at Kalparrin and what kinds of clients are seen; because of this they select general, non-specific alternatives from the lists presented to them. Be that as it may, table 17 shows that 38 per cent thought people with personal problems came most frequently to Kalparrin and 37 per cent thought it was people with general family problems. Few respondents mentioned religious or money problems.

TABLE 17
Respondents' knowledge of client groups considered to come most often to Kalparrin

Client group	Number	Percentage
People with religious problems	1	1
People with marriage problems	2	2
Alcoholics	1	1
People with personal problems	49	38
Unmarried mothers	2	2
People with money problems	3	2
People with general family problems	48	37
Elderly people	0	0
Don't know	23	18
Total	129	101

Respondents were also asked to choose—and again from a prepared list—the one group to whom they considered Kalparrin offered its services. The results are shown in table 18.

TABLE 18
Respondents' knowledge of clients served by Kalparrin

Client group	Number	Percentage
Only people in surrounding neighbourhood	3	2
Only married people	0	0
Anyone who comes to Kalparrin	115	89
Only people over 21 years	1	1
Only a member of a particular religion	1	1
Any other	1	1
Don't know	8	6
Total	129	100

Clearly the majority of respondents perceive Kalparrin as offering a wide definition of service, as in fact its constitution states. Ninety per cent of respondents said that Kalparrin offered its services to anyone who came to the agency. Only five people believed that the services were restricted on the grounds of age, residence, or religion.

As well as being asked about the functions of the agency, those respondents who knew of Kalparrin were also questioned to find out what they knew of its structure. Respondents were asked who they thought provided the service at Kalparrin and in this question they were not given a list of fixed choices from which to select (see table 19).

Forty per cent of respondents who knew of the existence of Kalparrin knew the correct answer, namely, that the agency is staffed by both professionals (who provide the counselling services) and volunteers (who work as receptionists and friendly visitors). The largest group (43 per cent) believed that trained professional people provided the services; it is not clear whether these respondents are unaware of the

TABLE 19
Respondents' knowledge of personnel providing services at Kalparrin

Providers of service	Number	Percentage
Volunteers	3	2
Trained professional people	56	43
Both	51	40
Don't know	19	15
Total	129	100

role of volunteers at Kalparrin or whether they felt the question referred specifically to the counselling work, in which case they have given a correct answer. Overall, respondents appear to recognize that Kalparrin is equipped to provide a competent, professional service; only three respondents thought the agency was staffed by volunteers. Fifteen per cent were not sure who provided the services.

When these figures were analyzed further by the different categories of respondents (see table 20), it was clear that members of the congregation had the most accurate view of the staff at Kalparrin.

TABLE 20
Relationship between respondent categories and knowledge of
staff providing services at Kalparrin
(percentages)

Who provides service	Respondent category				
	Congregation	Business personnel	Presbyterian ministers	Local professionals	Personnel of welfare agencies and hospitals
Volunteers	2	20	0	0	0
Trained professionals	30	30	55	50	55
Both	55	20	33	10	40
Don't know	13	30	12	40	5
Total	100	100	100	100	100

Fifty-five per cent of the congregation correctly identified volunteers and professionals as providing the services and a further 30 per cent identified trained professionals only. However, 13 per cent of the congregation said they did not know who staffed Kalparrin. Thus some 40 per cent of the congregation do not mention that volunteers are part of the agency staff. This is a high proportion in view of the fact that the agency's volunteer service, when established, was envisaged as the major way, apart from providing finance, in which the congregation could express its interest in the agency and in the community which it was established to serve. Presbyterian ministers and the staff of welfare agencies and hospitals had similar views about who provided the services; 33 per cent of Presbyterian ministers and 40 per cent of hospital and

welfare agency staff nominated volunteers and trained professionals, the correct response. And 55 per cent of both of these respondent categories thought only trained people provided the services. Both local professionals (doctors, head teachers, etc.) and business people had a rather high proportion of "don't know" responses to this question—40 per cent and 30 per cent respectively. Very few local professionals (10 per cent) gave the correct response, although half of them thought that trained professional people provided the services at Kalparrin. Twenty per cent of the personnel of business organizations identified volunteers and professionals as the Kalparrin staff; however 20 per cent thought volunteers alone provided the services and a further 30 per cent nominated trained professional people.

Respondents who knew of the existence of Kalparrin were asked if they knew whether the agency provided its services (a) free of charge, (b) on payment of a set fee or (c) on payment of a fee charged according to means. The majority (74 per cent) made the correct response, that services are provided free of charge. This is not surprising as the pattern of service of local agencies is to provide help without charge. Of the remainder, 6 per cent thought a fee was charged according to means and 20 per cent said they didn't know.

Finally in this section, respondents were asked if they knew how Kalparrin was financed; they were required to select one source of finance from a list presented on a card (see table 21).

TABLE 21
Respondents' knowledge of Kalparrin's financial provision

Who provides finance	Number	Percentage
The government	1	1
Government subsidy and donations	4	3
Church funds	2	2
Church funds and donations	58	45
Donations	3	2
Government subsidy, church funds, and donations	44	34
Fees for service	0	0
Don't know	17	13
Total	129	100

The agency is financed by church funds and donations only and 45 per cent of respondents knew this. A fairly high proportion (37 per cent) thought, incorrectly, that the government contributed to the agency's financial resources, and 13 per cent of those who knew about Kalparrin said they did not know how the agency was financed.

This information was analyzed further and table 22 shows how knowledge about who finances Kalparrin varies among the respondent categories.

Half of the congregation knew the correct response while 26 per cent incorrectly believed the agency receives a government subsidy and a rather surprising figure, 14 per cent, did not know how Kalparrin is financed. Businessmen and Presbyterian ministers responded in a similar manner; 40 per cent and 44 per cent respectively correctly identified church funds and donations as the source of agency finance. However 40 per cent of businessmen and 46 per cent of the Presbyterian ministers thought

TABLE 22
Knowledge of financial provision of Kalparrin by respondent categories
(percentages)

Who provides finance	Category of respondent				
	Members of congregation	Personnel of business organizations	Presbyterian ministers	Local Professionals	Personnel of welfare agencies and hospitals
The government	0	0	0	0	7
Government subsidy and donations	4	0	5	0	0
Church funds	0	0	2	0	7
Church funds and donations	50	40	44	40	20
Donations	6	0	0	0	0
Government subsidy, church funds, and donations	26	40	41	30	53
Fees for service	0	0	0	0	0
Don't know	14	20	8	30	13
Total	100	100	100	100	100

that Kalparrin received government assistance, and a further 20 per cent of business people and 8 per cent of Presbyterian ministers did not know how the agency was financed. It appeared that only 44 per cent of Presbyterian ministers knew that Kalparrin receives its major financial support from a grant administered by the central body of the Presbyterian Church. Although 40 per cent of local professionals correctly identified Kalparrin's source of finance, 30 per cent of them thought the agency received government subsidy and a further 30 per cent did not know how the agency was financed. Twenty per cent of the staff of welfare agencies and hospitals nominated church funds and donations, the lowest proportion of correct responses of any of the respondent categories. A further 67 per cent thought Kalparrin received some kind of financial support from the government, and 13 per cent did not know.

The results of the survey of the sample's knowledge of Kalparrin may be summarized briefly. Although over 70 per cent of the total sample had heard about Kalparrin and the majority of them knew where it was situated, in comparison with five other voluntary agencies, Kalparrin and one of those agencies (the Catholic Family Welfare Bureau) were significantly less visible to the sample. In fact, Kalparrin was the least well known of the agencies of its kind to the professional and business people sampled in the survey. As would be expected, knowledge of the existence of Kalparrin was highest among Presbyterians, both congregation and ministers.

Generally speaking, many respondents who knew of the existence of Kalparrin did not have an accurate perception of its structure and function. Most respondents saw the agency as providing counselling services of a general nature and this corresponds, on the whole, with what the analysis of case records and statistics reveal the agency's function to be. However, very few people recognized that the agency provides considerable assistance of a practical kind to its clients. In addition,

many respondents had an inaccurate picture of how the agency is staffed and how it is financed.

The sample in perspective

To place in some perspective respondent's knowledge of Kalparrin, information was obtained about their attitudes to general welfare issues and about the frequency with which they encountered a range of social and personal problems.

How often do respondents in the sample come across people with the kinds of problems that might require social work or other professional help? Clearly the answer to this question is important, because the respondents were selected from those people who established and financed the agency or who are actual or potential sources of the referral of clients. Respondents were required to give (separate) replies to each of the questions about the eight problems listed in the questionnaire (family, legal, marriage, money, religious, personal, health, or "other" problems). They were asked to state whether they encountered each problem frequently (once a month or more), occasionally (less than once per month) or never. Family problems were encountered most frequently, according to the respondents, followed by money, health, personal, and marital problems. Religious and legal problems were mentioned less often by the sample (see table 23).

TABLE 23
Frequency of contact with problems
(percentages)

Rate of encounter	Type of problem						
	Family	Legal	Marital	Money	Religious	Personal	Health
Frequently	42	14	28	37	21	33	34
Occasionally	38	38	38	26	27	39	37
Never	20	47	33	36	52	28	28
No answer	0	1	1	1	0	0	1
Total	100	100	100	100	100	100	100

The category of "other problems" has been deleted for the purpose of analysis.

Are there differences among the respondents in their amount of contact with people with problems? Table 24 shows the relationship between the category of respondent (i.e., member of the congregation, local professionals, etc.) and the frequency with which people with problems are encountered. These figures represent a simple summation of the amount of contact (frequently, occasionally, never) with each problem, and a new percentage figure calculated for each category of contact over the total. This information is cross-tabulated by respondent category.

Those categories of respondents who encounter problems most often are the social workers or other senior staff of the hospitals and welfare agencies covered in the sample and the local professionals. Among the social workers and staff from hospitals and agencies, the response frequently occurred 63 per cent of the time; the figure is 60 per cent for the local professionals. However, some 40 per cent of both

TABLE 24

Relationship between respondent category and the frequency with which problems are encountered (percentages)

Rate of encounter	Respondent category				
	Member of congregation	Personnel of business organization	Presbyterian ministers	Local professionals	Personnel of welfare agencies and hospitals
Frequently	9	17	27	60	63
Occasionally	29	40	54	25	19
Never	62 (46)	43 (26)	19 (45)	15 (17)	18 (32)
Total	100	100	100	100	100

groups with high contact with problems had never heard of Kalparrin before the study. Both groups are important potential sources of the referral of clients, and this survey indicated a real need for the agency to make its work known to other welfare organizations, and especially to social workers, and to professionals working in the inner city area.

It appears that the businessmen in the sample have little contact with people with problems. On this basis it could be argued that their need to know about and to use a welfare agency such as Kalparrin is not very great. On the other hand, it may well be that they do not always recognize people who need help and that they are not aware of the appropriateness of professional intervention. The Presbyterian ministers do not appear to encounter people with problems very often either, and this may be one reason why, as mentioned earlier, very few clients are referred to Kalparrin by them.

Members of the congregation were the respondent group in which fewest people were encountered with problems frequently; also in this group was the greatest proportion who never encountered problems. These figures are perhaps not unexpected; the congregation is the only non-professional respondent category and a high proportion of them are elderly, many are retired, and their likelihood of encountering problems may be less than for younger people. The implications of these figures are important, however. The congregation established and helped finance a welfare agency to help people in difficulties and yet a majority of them never encounter people with problems. It might be expected that the congregation would not be in a very good position to understand the people who seek help at the agency, the reasons for their going for help, or the nature of the services provided. It seems that better communication is needed between staff and congregation, more formal attempts by the staff to explain and interpret the work of the agency and a reciprocal interest and response from the congregation. If there is not this exchange of information and interest, indifference on the part of members of the congregation would not be surprising, even resentment in view of their financial commitment to an agency engaged in activities which they do not properly understand.

There is other evidence to support this kind of speculation. First, as was mentioned earlier, more than a third of the congregation who were approached refused

to take part in the survey. This indicated at least a lack of interest in Kalparrin on the part of some members of the congregation and may even be a sign of active disapproval or resentment in some cases. Second, amongst those who were interviewed, several commented on the need for the agency to communicate more about its work, by describing cases, publishing a regular newsletter, etc. A few others expressed opinions that the agency was too great a financial burden on the congregation, that it was too big an undertaking for one congregation and that the dual role of Minister of the congregation and Director of the agency was too large a task for any one person. It must be stressed that these opinions are not general among members of the congregation; during the interviews many members commented favourably about the agency and expressed pride in the work it is doing.

Returning now to considerations of the sample as a whole, what do respondents think about people who need to seek help for their problems? In the early part of the interview schedule, they were asked the question, "why do you think people seek professional advice with their problems?" Their responses are tabulated in table 25.

TABLE 25
Respondents' perceptions about why people seek professional advice with problems*

Reasons	Number	Percentage
They can't be bothered helping themselves	4	2
They feel their problems are too big to solve alone	79	48
They can't stand on their own feet	8	5
They have no faith in God	1	1
Professionals know more about problems**	62	38
Any other	7	4
Don't know	4	2
Total	165	100

* Interviewers circled the category on the questionnaire that corresponded most closely to the respondent's answer.

** This category was derived from a preliminary analysis and then a recoding of the "Any other" responses which interviewers had recorded in detail.

Almost half of the samples (48 per cent) believed that people consult professional help in time of need because they feel that their problems are too big to solve by themselves. A sizeable proportion, 38 per cent, considered that recognition of professional expertise is an important factor when people take their problems to professionals for advice. Thus the majority of answers fell into two groups, both of which, generally speaking, reflect an accepting attitude towards people with problems and some understanding of the value of professional intervention. When these responses were further analyzed and cross-tabulated with the respondent categories an interesting pattern emerged; all respondent groups were fairly evenly represented in these two main streams of response.

However, unsympathetic, perhaps even punitive, views of people who seek professional help were held by some 8 per cent of the total sample; 5 per cent of the respondents thought it was because such people can't stand on their own feet and 2 per cent because they can't be bothered helping themselves. One respondent blamed their lack of faith in God.

Overall, the sample showed acceptance and tolerance towards people who seek professional help for their problems and had some understanding of the role of professionals providing these services. A series of further questions about social welfare issues elicited similar kinds of answers. When respondents were asked if they thought people needed helping services apart from those provided by their local doctor and minister of religion, an overwhelming majority (98 per cent) replied positively. In reply to the question "do you think the churches should be involved in providing helping or welfare services?" 95 per cent of the sample said "yes". It was noteworthy that there was such general agreement as to the responsibility of the churches in the welfare field. The church is still seen in its old and traditional role, offering support and comfort to those in need. The people in the sample readily accepted church participation in offering a service and the response to this question suggests that respondents would not be deterred from referring people to Kalparrin because it is a church-sponsored agency.

Respondents who had affirmed that people needed helping services in addition to those provided by doctors and ministers were asked to choose from a prepared list which one body they considered should take most responsibility for the provision of these services (see table 26).

TABLE 26
Respondents' choice of body most responsible for providing welfare services

Body most responsible	Number	Percentage
State government	14	8
Commonwealth government	37	22
Independent bodies and church organizations	35	21
Service clubs	0	0
All have equal responsibility	62	39
Don't know, no answer	17	10
Total	165	100

By allowing respondents to make only a single choice rather than to rank a number of alternatives, it was hoped to force them to state a preference. One of the possible responses, however, was that all bodies listed had equal responsibility.

Table 26 shows that the largest proportion of respondents (39 per cent) stated that all of the bodies listed—the governments, church and independent organizations, and service clubs—had an equal responsibility in the provision of welfare services. This would seem to reflect a current trend in thinking about social welfare as a responsibility to be shared by all sections of the community. However, discussions with interviewers revealed that a number of respondents had been reluctant to choose a single body from the list provided. It is not clear whether these respondents did not have firm opinions about responsibility for providing welfare services or whether the structure of the question made it difficult for them to express accurately their own choice. Thirty per cent of the sample felt that the responsibility for welfare helping services was a government matter. Interestingly enough, many more respondents saw the prime responsibility lying with the Commonwealth government (22 per cent of the sample) than with the State government (8 per cent). And nearly as many respond-

ents (21 per cent) favoured independent bodies and church organizations as those who selected the Commonwealth government. None of the respondents saw service clubs as having most responsibility for providing welfare services.

How the various categories of respondent saw the responsibility for the provision of welfare services is presented in table 27.

TABLE 27
Choice of body most responsible for providing welfare services cross-classified by respondent category (percentages)

Body most responsible	Respondent category				
	Members of congregation	Personnel of business organizations	Presbyterian ministers	Local professionals	Personnel of welfare agencies and hospitals
State government	9	11	5	11	9
Commonwealth government	22	33	9	21	32
Independent bodies and church organizations	18	30	33	21	3
All have equal responsibility	40	19	44	33	44
Don't know, no answer	11 (46)	7 (25)	9 (45)	14 (17)	12 (32)
Total	100	100	100	100	100

Some interesting information emerges. First, and of direct relevance to Kalparin, very few members of the congregation (18 per cent) favour independent bodies and church organizations as having the prime responsibility for welfare services. It was suggested earlier in this report that many of the congregation expressed negative feelings about Kalparrin. They tended to see the main responsibility for the provision of welfare services as either a joint enterprise (involving the State and Commonwealth governments, independent and church organizations and service clubs) or as belonging solely to the Commonwealth government. The social workers and other senior staff responded similarly; very few selected independent and church bodies alone and the majority saw the main responsibility for the provision of helping services to be either a joint task or a Commonwealth government responsibility.

The businessmen showed a distinct inclination to select a single body (either the Commonwealth government or independent and church organizations) as having the most responsibility for social welfare. Only 19 per cent of them—the lowest proportion of any respondent category—saw the provision of welfare services as a joint responsibility for all bodies concerned.

The Presbyterian ministers are worthy of mention here; on the one hand fewer of them (9 per cent) select the Commonwealth government than any other respondent category, and on the other, they have the highest proportion (33 per cent) selecting independent bodies and church organizations. As well, some 44 per cent of the Presbyterian ministers see the provision of welfare services as a joint enterprise.

Finally in this section of the report, respondents' perceptions of which welfare services the church should provide were explored. Once again, respondents were asked to select from a prepared list which one type of service they considered it was most important for the churches to provide or whether they considered that all were equally important (see table 28).

TABLE 28
Respondents' perceptions of which welfare service it is most important for churches to provide

Types of welfare service	Number	Percentage
Children's institutions	6	4
Homes for the aged	15	9
Centres for counselling and professional advice	43	26
Homes for unmarried mothers	5	3
All are equally important	79	47
Any other	6	4
Don't know, no answer	11	7
Total	165	100

Table 28 shows that nearly half the sample (47 per cent) considered that it was equally important for churches to provide all four services listed on the card (children's institutions, homes for the aged, homes for unmarried mothers, and counselling and professional advice centres). As noted above, respondents may have been faced with an unrealistic choice (i.e., any *one* service or *all*) and therefore the majority settled for all. A surprisingly high proportion, 26 per cent, selected centres for counselling and professional advice. It is likely that a bias was produced here because many of these respondents recognized that Kalparrin was one such agency, and they may have made the choice that they thought was wanted from them or that seemed relevant in the context of the interview.

When these figures are cross-tabulated by respondent categories (see table 29), it can be seen that approximately half of the respondents in each category (except business personnel, only 27 per cent) considered that all four of the services were equally important areas of commitment in the churches' social welfare programmes.

As with the previous question about the responsibility for providing services, businessmen were more likely to specify one of the choices as being most important for the church to provide. The general trend across most categories was for more respondents to select counselling services than all of those respondents nominating homes for the aged, children's institutions, and homes for unmarried mothers together; the only exceptions were the business personnel and the local professionals.

The purpose of this section has been to place the sample in wider perspective by looking at some factors that might be expected to influence their orientation towards the agency, either as sources of finance or in the referral of clients. Specifically, how much contact do the respondents have with people with problems and what are their attitudes towards people who seek help for their problems and to the provision of welfare services in general?

Respondents varied in the amount of experience they had with people who had problems. As would be expected, the social workers and other senior hospital and

TABLE 29

Choice of welfare service most important for churches to provide cross-tabulated by respondent category (percentages)

Type of welfare service	Respondent category				
	Members of congregation	Personnel of business organizations	Presbyterian ministers	Local professionals	Personnel of welfare agencies and hospitals
Children's institutions	2	8	0	12	3
Homes for the aged	8	27	2	0	9
Centres for counselling and professional advice	28	18	38	6	21
Homes for unmarried mothers	0	12	2	0	3
All are equally important	50	27	48	58	52
Don't know, no answer	10 (46)	4 (25)	8 (45)	24 (17)	3 (32)
Total	100	100	100	100	100

agency staff and the local professionals saw many more people in trouble than did businessmen, Presbyterian ministers and the members of the congregation.

Generally the sample had an accepting and understanding view of people who sought professional help when they were in trouble and they recognized the need for the existence of helping services other than those provided by the churches and by doctors. However, although more than a third of the respondents saw the provision of social welfare as a joint responsibility, most respondents were unable to agree about whether State or Commonwealth governments or independent organizations and church bodies had most responsibility.

Most respondents felt that the churches should be involved in providing helping or welfare services and saw the role of the churches as providing a broad range of services—homes for the aged, children's institutions and homes for unmarried mothers, as well as centres for counselling and professional advice.

CONCLUSION AND RECOMMENDATIONS

This study was prompted by the recognition of the need to undertake a formal stocktaking of a church-sponsored voluntary welfare agency which at the time had been in operation for almost three years. It was a recognition that, like a child, the agency is continually growing and developing. It was a recognition, furthermore, that those who assume responsibility for the agency, like parents, need to be informed of and sensitive to such growth and development so that they will be able to respond and adapt constructively to it, and so that the agency may thus fulfill its function of service.

In the first sections of the report, the agency's history and its structure were outlined. Then followed an examination of its function as shown by the numbers and relevant characteristics of the people it serves. This revealed the tremendous upsurge,

in the ten months before the study began, of the quantity of work handled by the agency. While the function of the agency has altered considerably with changes in the quantity and quality of work (i.e., the number and types of client seen) the structure has remained relatively unchanged. There has been no increase in staff in the past year-and-a-half, although the caseload has more than doubled in that time. Agency policy, however, continues to be to offer service to all those who seek it. Can the agency continue to ensure a high quality of service under such conditions?

It is small comfort to know that Kalparrin is not alone in facing this problem. Writing about the American situation in 1969, R. O. Stock comments that "the largest single problem faced by most voluntary agencies is that their constituencies do not want them to give up what they are doing, but want them to respond as well to increased need . . . Volume of service is emphasized even though the demand for service is consistently greater than the agencies' ability to meet this demand."²⁵ Stock offers the obvious solution: more money to pay more salaries. Unfortunately, he does not disclose the source of this finance! In Kalparrin's case it is evident that greater financial assistance cannot be sought from the congregation, which is a small one with many of its members retired or advancing in years. Furthermore, additional finance should not be sought from this source as comments made by the congregation during the interviews revealed that the agency is seen by some of them as already a considerable burden.

The analysis of the case records revealed that the agency serves clients from a wide geographical area, with a diversity of religious and occupational backgrounds. In other words, Kalparrin is very much a service agency to the community at large and not only to Presbyterians or to persons in the inner city area. It seems therefore appropriate that at least some of the financial responsibility should be borne by the community. At present the agency's services are provided free of charge, although donations from clients are accepted when offered. Despite the limitations of the information about the client's occupational backgrounds, it was found that at least 15 per cent of the clients are white-collar workers and a further 25 per cent are employed in blue-collar work. Perhaps in view of this it would not be unreasonable to consider the possibility of charging a service fee, according to client means. This is the practice in some agencies in other parts of the world. It would be an entirely new idea in Brisbane and the consequences of charging such a service fee would be unpredictable. It might be that people in need of help would be discouraged from using the services at Kalparrin if they feared they could not pay the fee which might be asked of them. Perhaps a more firmly established agency with more formal lines of referral could introduce such an innovation with less dislocation to the current functioning of the agency.

A government subsidy is one source of finance which should be explored periodically as the work of the agency develops. It is evident that Kalparrin is already making a useful contribution to community welfare. If the preventive nature of its services should be confirmed by later research, a strong case could then be made that such a preventive service is not only an important part of overall welfare services but also a means of reducing the call on other services by helping clients to cope effectively with their problems in the early stages. Thus a strong argument in sup-

²⁵R. O. Stock, "Societal Demands on the Voluntary Agency", *Social Casework* 50, no. 1 (1970): 27-31.

port of a request for government subsidy could be developed in view of the consequent saving to other facilities in staff, time and money.

What does the community know about Kalparrin? The interview survey, which formed a major part of this study, found that among a sample of respondents selected specially because of their actual or potential relationship to the agency, there was a fairly high general knowledge of voluntary welfare services. Kalparrin, however, was one of two agencies (the other was the Catholic Family Welfare Bureau) that were not quite so widely known. Furthermore, amongst those who had heard about Kalparrin, many did not have an accurate perception of its structure and function. Included in this number is a substantial proportion of members of the congregation and of Presbyterian ministers. Many respondents have the false impression that the agency is government subsidized.

It has been seen that the visibility of the agency has increased and it has been argued that mass media publicity is already reaching potential agency clients. There is still a need for much more publicity among those groups who might contribute to the agency finances and/or refer clients. This would apply to the business houses and their managers or personnel officers and especially to professionals such as social workers, doctors, teachers, etc., who, in their everyday activities, see many people who might benefit from the kind of professional help offered by the agency. Because the name Kalparrin does not convey the function of the agency (like, for example, the Queensland Marriage Guidance Council), because its function is, anyway, fairly diversified, and because the agency is relatively young, it is not surprising that sections of the community have only vague notions, or none at all, about what Kalparrin does. It is important, then, that consideration should be given to ways of disseminating information about Kalparrin and what it does, particularly among those groups which may, now or later, contribute to the activities of the agency by referring clients or by financial support.

The survey results show that such information would have a positive value also for the congregation. It has been noted that its members do not often encounter people with problems, so it may be assumed that many of them would have little knowledge of the nature of the services offered by an agency such as this nor of the needs that it is meeting. Perhaps the agency has tended to assume the opposite. The agency has a responsibility to use those channels of communication available and to create new channels to describe and discuss its work. There is a mutual responsibility however; it would be anticipated that the congregation would make use of the communication channels to enquire, to criticize, and to support. This kind of interaction would be a reminder that Kalparrin was established by the congregation as an expression of their Christian concern for the community.

In the same way, there should be mutual responsibility for exchanges of communication between the Board of Management and the agency staff. If Board members are to provide effective support to the agency and encouragement to its staff, they should be well informed about the daily functioning and it is the responsibility of the staff to provide such information. One source of reliable information is the present research project. With adequate communications established, both Board and staff members would be better equipped to collaborate in the planning of future functioning and long-range goals.

The final responsibility for fund raising and publicity in a voluntary organization must rest with the Board of Management although it may be delegated in various

ways, to sub-committees or to an employed officer, for example. Members of the Board are often busy people who are engaged in their own occupations when the agency is operating and there is a question of how much time they are able to devote to voluntary work. In a study of the social welfare services in the Victorian Jewish community, Rabinoff stressed the importance of "ensuring a greater degree of rotation in office among honorary officers and board members of voluntary organizations . . . rotation of office is essential to maintain the principle of service, to infuse new points of view and new leadership and to reflect changing conditions in the community."²⁶ In addition to the advantages described by Rabinoff, rotation of office would also be a way of easing the demands made on the same people over a number of years. However, there is often difficulty in finding people willing to hold office and continuity in outlook and policy is also important.

While it is the responsibility of the Board of Management to raise money and to promote knowledge of and interest in Kalparrin, the agency staff must be responsible for ensuring consistently high professional standards in the services offered. Consideration may have to be given to the problem of maintaining these standards if the quantity of work continues to increase.

This study has emphasized the importance of full recording in an agency and the need for accurate details in case files, statistics, and a general index. Records provide a basis for discussion in determining priorities and assessing needs. They also supply raw data for the research which is vital in determining whether clients are in fact being helped and, if so, in what way and to what extent. For example, with the rapid increase in clients and, in particular with the increase in clients seeking short-term help with general family problems, a follow-up study of such clients should have a high priority. It has been suggested that this rapid increase may reflect the fact that the agency is providing a preventive service for people who recognize a problem early and are prepared to seek help before the problem has become too extensive to resolve in a short-term contact. It seems that such a service can most effectively be organized and carried out by a voluntary agency, for, as Morgan points out "there is a real need for private agencies to concentrate on the provision of new services as the public sector comes increasingly to absorb the mass programmes."²⁷

However, further research is necessary to ascertain whether this trend does represent a movement in the direction of a new type of preventive social welfare service.

Social work as a profession pays tribute to the importance and value of research and this study indicates the need to carry out research in many more areas of professional activity. Indeed, it might be argued that some research enterprise, even on a limited scale, should be a basic part of the social worker's professional life. From this study of a family welfare agency, it appears that evaluative research, including the assessment of existing organizational conditions as a basis for formal planning and policy making, is necessary if social work agencies are to provide an effective service to their clients. This kind of research work, based on an ongoing evaluation of

²⁶Rabinoff, "Social Welfare Services in the Victorian Jewish Community", p. 5.

²⁷J. S. Morgan, "The Changing Demand for Social Service", in *Human Services and Social Work Responsibility*, ed. W. Richau (New York: National Association for Social Workers, 1969), pp. 50-63.

services, should be treated as an integral part of the provision of social welfare services and not as an accidental appendage nor an occasional luxury.

The study has also made obvious how little social workers know about their clients—how they become clients, why they select a specific agency and how they perceive their own problems. Nor do we know much about what happens to the clients during casework—are they helped and how? If they are not helped by the service they receive, why not?²⁸ The study of Kalparrin has generated questions and hypotheses for further research which have considerable theoretical and practical importance for the social work profession. Some of the issues will be taken up in a future study of the clients who come to Kalparrin.

Finally, two things remain to be said. The first is that this agency has, since its establishment, provided a service to a large number and wide range of people in the community. To do this it has required interest, effort, and service from many. The second thing to be said, however, is that much more work remains to be done and even more effort is needed from a wider representation of the community if this service is to continue to be responsive to ever-growing needs.

With an increasing awareness and acceptance of responsibility for one another's needs, it has been well said that "all people experience a variety of problems at various parts of the life cycle for which help of one kind or another is needed. And today people must look to the society to which they belong to provide them with the kinds of services that will enable them to function adequately and satisfactorily."²⁹

ACKNOWLEDGMENTS

The practical help and professional understanding of Mrs. P. Bell, the Kalparrin social worker, have greatly facilitated the progress of this study. We gratefully acknowledge her contribution and that of the Reverend R. E. Pashen, the interim Director of Kalparrin, who offered continued support and encouragement. Both of these people were actively involved in all stages of the survey.

When the Reverend R. Diffin was appointed Minister of the Church, he also became Director of Kalparrin. As the material was prepared for publication Mr. Diffin showed his interest and support by his comments, questions, and discussion about the agency and about the trends that were revealed in the case analysis and the survey.

Social Work students from the third and fourth years made a valuable contribution by compiling the questionnaire, carrying out a pilot study, obtaining the sample and interviewing respondents. Without their help the data could not have been collected.

Our thanks are due to other members of the Valley Presbyterian Church; to the Kalparrin volunteers for compiling results; to the Kirk Session of the Church for permission to undertake the study and for supplying a list of congregation members and adherents; to the Kalparrin Board of Management for permission to make use of agency files and statistics and for their support and interest. We were grateful also to the Valley Business Council for supplying a list of its members.

²⁸In this context see especially Mayer and Timms' discussion of "the neglected client" in *The Client Speaks*, pp. 1-17.

²⁹Morgan, in *Human Services and Social Work Responsibility*, ed. Richau, p. 52.

Initially the study was made possible by the interest shown in it by Mr. L. M. Halliwell, Acting Head of the Social Work Department, University of Queensland. His interest was backed by financial support to cover costs of the survey, the use of a computer, and the production of the report. We have appreciated his continued help with the project.

We are grateful to all those people who participated in answering the schedule and to Miss J. Baxendell, who helped with the computer runs and data analysis; finally, to Miss J. Henderson, secretary of the Social Work Department, who, with the help of Mrs. F. Lasker and Miss P. Harris, worked at great pressure to complete the production of the first report on time.

APPENDIX I***Some additional characteristics of the sample*****AGE**

	Frequency	Percentage
Under 25 years	8	5
26–45 years	60	36
46–59 years	52	32
Sixty years and over	44	27
No answer	1	1
Total	165	101

MARITAL STATUS

	Frequency	Percentage
Single	41	25
Married	107	65
Separated/divorced	3	2
Widowed	12	7
No answer	2	1
Total	165	100

OCCUPATION

Category	Frequency	Percentage
Professional/managerial	115	70
Office work/clerical	28	17
Manual	9	5
Other	12	7
No answer	1	1
Total	165	100

The respondent's present or last main occupation was recorded in full and then later edited and coded into one of three categories above which are based on a modification of the scheme for classifying the Australian workforce proposed by Broom, Jones, and Zubryzcki.³⁰

³⁰Broom, Jones, and Zubryzcki, "An Occupational Classification of the Australian Workforce".

EDUCATION

Category	Frequency	Percentage
Primary	20	12
Some secondary	25	15
All secondary	11	7
Completed post senior certificate or diploma	39	24
Attended university	49	30
No answer	3	2
Total	165	100

RELIGIOUS AFFILIATION

Category	Frequency	Percentage
Catholic	17	10
Church of England	17	10
Presbyterian	97	59
Methodist	11	7
Other	12	7
No religion	8	5
No answer	3	2
Total	165	100

SEX

Category	Frequency	Percentage
Male	104	63
Female	61	37
Total	165	100

APPENDIX II

Four cases

These four cases are taken from the Kalparrin files. The names, of course, are fictitious.

1. A long-term case

Mr. and Mrs. Island were a young couple, both in the early twenties, whose marriage was going through a stormy and critical period when they came to Kalparrin. After several years of marriage they had no children and both were working, Mr. Island being employed mainly in shift work. They owned their own home and this was a highly valued achievement in the marriage.

As they discussed their problem, it seemed that from the beginning of the marriage, their difficulties had centred around differing expectations of attitudes and behaviour and lack of understanding of reciprocal needs. Mrs. Island was seen as a warm, affectionate person who enjoys social activities and takes pleasure in spending money. She buys frequent gifts for her husband and through the things she buys and does for him she shows her affection and demands his attention. She cannot understand nor accept her husband's inability to show affection and his determination to have financial security before starting a family.

Mr. Island appeared to be a reserved and undemonstrative man who had expectations that his wife would conform more readily to his own personality pattern. He attached great importance to the need for financial security and tended to negate his wife's demonstrations of affection by saying that she was wasting money in buying gifts for him. He also thought frequent outings were a financial drain and he preferred to stay at home and watch television rather than go out socially, although they go out at least once a month. His home interest has been expressed in doing a lot of the building work on the house.

The conflicts between these two young people seem to have been handled by prolonged arguments and violent "yelling and throwing" sessions. When they first came to Kalparrin they were encouraged to participate in discussions and to state each point of view. This appeared to be the first time that they had actually discussed their problems in a reasonably objective way.

After several interviews, husband and wife were each showing more appreciation of the other's point of view and they seemed to have a better understanding of responsive needs. The social worker then suggested to the young couple a programme which might enable them to work towards a happier relationship. The programme was aimed to help them to develop further insights and to modify some of their patterns of behaviour. Both husband and wife had a great investment in their marriage and they seemed highly motivated to put the programme outlined into practice. After several weeks, Mr. and Mrs. Island felt their marital situation had improved to such an extent that they no longer felt the need for contact with the agency. The social worker reminded them that the initial gains from the programme might not be permanent and she suggested they should again come to Kalparrin if their improved relationship seemed to be threatened in any way. However, six months later no further contact had been made so the case was closed.

2. *A short contact*

When she came to Kalparrin, Mary Mountain was fifteen years of age, one of a very large family of children. Her mother had died several years previously and Mary had left school some time ago; since then she had not been in employment but had been caring for an invalid brother. One morning, she left home and was afraid to return but did not know what to do next. The following day a friend who had heard of Kalparrin on a television programme suggested she should contact the agency.

The situation at home seemed so unhappy that the social worker was reluctant to suggest that Mary should return unless some help could be offered to the whole family. However, as the girl had no job, no accommodation, and no money, it did not seem likely that she could live independently of her family; there were also the legal implications of her age to be considered. After much discussion, it was decided that the Juvenile Aid Bureau was the agency which might be able to offer the most constructive help to Mary Mountain and which might give some assistance and support to the whole family. On contacting the Juvenile Aid Bureau it was found that Mary had been listed as a missing person and there was general agreement that, for the time being, it would be best if she returned home.

A policewoman from the Bureau came to Kalparrin and was able to have a long talk with Mary before taking her home. When Juvenile Aid agreed to maintain contact with the family and to provide what assistance they could, the case was transferred to this agency for further contact.

3. *A case with financial problems*

When Mr. and Mrs. Rivers came to Kalparrin, they had a number of problems and were seeking help to sort them all out. Some time before this, Mr. Rivers had been ill and unable to work so that their income was greatly reduced. By degrees, their financial situation became so muddled and worrying, with old debts to pay off and new debts accumulating, that they both became very depressed. Mr. Rivers started to drink quite heavily and Mrs. Rivers had a recurrence of a chronic illness. Conflicts developed in the marriage and they had come to the point of splitting up when they decided to seek help at Kalparrin.

After considerable discussion of their situation, which included exploring various avenues of help, Mr. and Mrs. Rivers decided to place their financial affairs in the hands of a financial counsellor from an agency which specializes in this field. Encouragement and support were given to the family in their efforts to pay off accounts and soon they began to see their situation as more hopeful than it had appeared. The specialized help with their financial problems helped to decrease their anxiety so that their relationship with one another improved. Mr. Rivers' drinking was no longer uncontrolled and Mrs. Rivers' health improved. Altogether there was a much happier and more optimistic atmosphere in the home.

4. *A case with family problems*

Mrs. Lake was the mother of three children, the youngest being only six years old. She had been deserted by her husband, who was not providing any financial support for the family. She had therefore taken a job and the oldest child, a girl of sixteen, was also working. As the strain of financial and emotional worries increased, Mrs. Lake had gradually relinquished part of her role as mother and head of the house.

The oldest daughter had taken over much of the role, accepting responsibility for many of the household tasks, buying food, and even disciplining the younger children. This was causing disharmony in the family, as it made Mrs. Lake feel inadequate and she was distressed that her role was being usurped by her daughter.

After discussions with mother and children, Mrs. Lake began to see what was happening in the family. She realized that the financial and emotional worries had affected her and her daughter and she was able to resume her responsibilities and fulfill her role as mother again. The social worker helped her to apply for a pension and other government benefits which would enable her to stay at home and look after the younger children, thus relieving the oldest daughter of much of the responsibility she had been carrying. The whole family was involved in making plans for the future and all had been able to contribute ideas to the planning and to express their views on what they wanted and how they could help to make the home happier.

APPENDIX III

Interviewing schedule

Instructions: Ask for the person to whom the forwarding letter has been sent. Say—"Good (morning, etc.) I'm (name) from 'Kalparrin'. We wrote to you recently to ask if you could help us in the survey we are conducting. I wonder if you could spare a few minutes to answer some questions and give your opinions. All information is kept strictly confidential, and your name is not required on the form to be completed."

QUESTION 1

First of all we're interested in knowing whether at work or at home, you come across people with problems. So, could you tell me if, in the past year, you have met people with any of the following problems, and if so, approximately how often.

Instructions: Say—"I will read through the total list of problems first, and then go through each one separately with you and you can tell me whether you would encounter these frequently (i.e., once a month or more often, occasionally (i.e., less than once a month), or never."

Circle the appropriate code numbers for each response.

<i>Problems</i>	<i>Rate Encountered</i>	<i>Response</i>
1. FAMILY PROBLEMS.....	Frequently2	Col. 6
	Occasionally3	
	Never4	
2. LEGAL PROBLEMS.....	Frequently2	Col. 7
	Occasionally3	
	Never4	
3. MARRIAGE PROBLEMS.....	Frequently2	Col. 8
	Occasionally3	
	Never4	
4. MONEY PROBLEMS.....	Frequently2	Col. 9
	Occasionally3	
	Never4	

<i>Problems</i>	<i>Rate Encountered</i>	<i>Response</i>
5. RELIGIOUS PROBLEMS.....	Frequently2	Col. 10
	Occasionally3	
	Never4	
6. PERSONAL PROBLEMS.....	Frequently2	Col. 11
	Occasionally3	
	Never4	
7. HEALTH PROBLEMS.....	Frequently2	Col. 12
	Occasionally3	
	Never4	
8. OTHERS (Please specify)		
.....	Frequently2	Col. 13
	Occasionally3	
	Never4	

QUESTION 2

Could you tell me why you think people seek professional advice with their problems?

Instructions: Do not read out the list of alternatives. *Circle* the code number for the alternative which most closely resembles R's reply. Circle *one* only.

THEY CAN'T BE BOTHERED HELPING THEMSELVES	2	Col. 14
THEY FEEL THEIR PROBLEMS ARE TOO BIG TO SOLVE ALONE	3	
THEY CAN'T STAND ON THEIR OWN FEET	4	
THEY HAVE NO FAITH IN GOD	5	
ANY OTHER REASON (Please specify)		
.....	6	
DON'T KNOW	7	

QUESTION 3

If you have met people with problems, have you attempted to help them in any of the following ways?

Instructions: Say—"I will read through the whole list first and then go through each one separately with you."

Circle the appropriate code number for each "yes" response.

FRIENDLY ADVICE	2	Col. 15
PRACTICAL HELP	3	Col. 16
REFERRAL TO A MINISTER OF RELIGION	4	Col. 17
REFERRAL TO A MEDICAL PRACTITIONER	5	Col. 18
REFERRAL TO A GOVERNMENT DEPARTMENT OR AGENCY	6	Col. 19

REFERRAL TO ANY OTHER PLACE (Please specify)	7	Col. 20
NONE OF THESE THINGS	1	Col. 21

QUESTION 4A

Perhaps now, if I could ask you for some slightly different information, could you tell me if you have heard about any of the following places?

<i>Agencies</i>	<i>Response</i>	
1. LIFELINE	YES	1
	NO	2 Col. 22
2. MARRIAGE GUIDANCE COUNCIL	YES	1
	NO	2 Col. 23
3. ST. VINCENT DE PAUL	YES	1
	NO	2 Col. 24
4. KALPARRIN	YES	1
	NO	2 Col. 25
5. CATHOLIC FAMILY WELFARE BUREAU	YES	1
	NO	2 Col. 26
6. BRISBANE CITY MISSION	YES	1
	NO	2 Col. 27

QUESTION 4B

For those places which you indicated you have heard about, could you please tell me in a few words what type of service you think each of them provides, or aren't you sure?

Instructions: Probe for specific details. Do not read out alternatives. Circle the appropriate code number for the alternative which most closely resembles R's reply. Circle *one* only.

1. *LIFELINE*—

Counselling centre	2	
Centre for dealing with emergencies	3	
Centre for help with religious problems	4	
Centre for providing practical help—money, food, clothing	5	Col. 28
Centre for providing counselling help AND practical help	6	
Any other (please specify)	7	
Not sure, don't know	1	
2. *MARRIAGE GUIDANCE COUNCIL*—

Centre for counselling of marriage problems	2	
Centre for pre-marital instructions	3	
Both	4	Col. 29
Any other (please specify)	5	
Not sure, don't know	1	

3. *ST. VINCENT DE PAUL*—

Centre for providing practical help—	
money, food, clothing and accommodation	2
Centre for providing counselling services	3
Centre for help with religious problems	4
Centre for providing counselling help AND practical help	5
Any other (please specify)	
.....	6
Not sure, don't know	1

Col. 30

4. *KALPARRIN*—

Counselling centre	2
Centre for help with religious problems	3
Centre for providing practical help—money, food, clothing	4
All three alternatives	5
Any other (please specify)	
.....	6
Not sure, don't know	1

Col. 31

5. *CATHOLIC FAMILY WELFARE BUREAU*—

Counselling centre	2
Centre for help with religious problems	3
Family planning centre	4
Pre-marital instruction centre	5
Provision of child welfare services, e.g. fostering, etc.	6
Centre for providing practical help—money, food, clothing	7
Centre for providing counselling help AND practical help	8
Any other (please specify)	9
Not sure, don't know	1

Col. 32

6. *BRISBANE CITY MISSION*—

Centre for providing practical help, money, food, clothing	2
Counselling centre	3
Centre for providing practical help and counselling help	4
Centre for help with religious problems	5
Any other (please specify)	6
Not sure, don't know	1

Col. 33

Instructions: Say—"And now if I could ask you some general questions about Kalparrin?"

QUESTION 5

Firstly, before this survey, had you ever heard of Kalparrin?

YES1
NO2

Col. 34

QUESTION 6A

Before this survey, did you know where "Kalparrin" is situated?

YES1
NO2

Col. 35

QUESTION 6B

If you answered "yes" to the previous question, could you please tell me the area in which Kalparrin is situated?

Instructions: Do not read out alternatives. Record R's response and then circle the code number of the category into which the response falls.

	AREA	
VALLEY	2	
INNER CITY	3	
INNER SUBURBAN	4	Col. 36
OUTER SUBURBAN	5	

QUESTION 7

Instructions: Hand Card 2 to R and say—"Could you please read this card through and tell me which *one* item on it best describes 'Kalparrin' or don't you know? Please read all the items through first before making your selection."

A SPIRITUAL AND COUNSELLING CENTRE	2	
A MARRIAGE COUNSELLING CENTRE	3	
A HOME FOR UNMARRIED MOTHERS	4	
A FAMILY WELFARE AGENCY	5	
A CENTRE WHERE MONEY AND PRACTICAL HELP ARE GIVEN	6	Col. 37
OTHER (please specify)	7	
DON'T KNOW	1	

Instruction: Circle the appropriate code number on the form for R's reply. Take the card back and place it at the bottom of your pack.

QUESTION 8

Could you please tell me who you think provides the services at Kalparrin or don't you know?

Instructions: Do not read out alternatives. Circle the appropriate code number for the alternative which most closely resembles R's reply.

VOLUNTEERS	2	
TRAINED/PROFESSIONAL PEOPLE	3	
BOTH	4	
ANY OTHER (please specify)	5	Col. 38
DON'T KNOW	1	

QUESTION 9

Do you think the services of Kalparrin are provided—

FREE OF CHARGE	2	
ON PAYMENT OF A SET FEE	3	Col. 39
A FEE CHARGED ACCORDING TO MEANS	4	
DON'T KNOW	1	

QUESTION 10

Instructions: Hand Card 2 to R and say—

“Could you please read this card and choose which *one* item on its describes how Kalparrin is financed or don’t you know? *Please read through the whole list first and select one item.*”

THE GOVERNMENT	2	
GOVERNMENT SUBSIDY AND DONATIONS	3	
CHURCH FUNDS	4	Col. 40
CHURCH FUNDS AND DONATIONS	5	
DONATIONS	6	
GOVERNMENT SUBSIDY, CHURCH FUNDS AND DONATIONS	7	
FEES FOR SERVICE	8	
DON'T KNOW	1	

Instructions: Circle the appropriate code number on the form for R’s reply. Take the card back and place it at the bottom of your pack.

QUESTION 11

Instructions: Hand Card 3 to R and say—

“Could you please read through this card and choose which *one* item on it describes the people to whom Kalparrin offers its services, or don’t you know? *Please read through the whole list first and then select one item.*”

ONLY PEOPLE IN THE SURROUNDING NEIGHBOURHOOD	2	
ONLY MARRIED PEOPLE	3	
ANY ONE WHO COMES TO KALPARRIN	4	
ONLY PEOPLE OVER 21 YEARS	5	Col. 41
ONLY MEMBERS OF A PARTICULAR RELIGION	6	
ANY OTHER GROUP (please specify)	7	
DON'T KNOW	1	

Instructions: Circle the appropriate code number on the form for R’s reply, take the card and place it at the bottom of your pack.

QUESTION 12

Instructions: Hand Card 4 to R and say—

“Could you please read through this card and choose which *one* item describes the people who come most often to Kalparrin, or don’t you know? *Please read through the whole list first and then select one item.*”

PEOPLE WITH RELIGIOUS PROBLEMS	2	
PEOPLE WITH MARRIAGE PROBLEMS	3	
ALCOHOLICS	4	
PEOPLE WITH PERSONAL PROBLEMS	5	
UNMARRIED MOTHERS	6	Col. 42
PEOPLE WITH MONEY PROBLEMS	7	
PEOPLE WITH GENERAL FAMILY PROBLEMS	8	
ELDERLY PEOPLE	9	
DON'T KNOW	1	

Instructions: Circle the appropriate code number on the form for R's reply. Take the card back and place it at the bottom of your pack.

Then say—"We've spent some time talking about Kalparrin, now I'd like to ask your opinion about more general issues. First of all—"

QUESTION 13

Do you think people need "helping services" apart from those provided by their local doctor and Minister of Religion?

YES	2	
NO	3	Col. 43
DON'T KNOW	1	

Instructions: If "no" or "don't know" to Question 13, ask Question 15. If "yes" to Question 13, then ask Question 14.

QUESTION 14

Instructions: Hand Card 5 to R and say—

"Could you please read through this card and choose which *one* item on it describes the body whom you think should take most responsibility in providing such 'helping services' or don't you know? *Please read through the whole list first and then select one item.*"

STATE GOVERNMENT	2	
COMMONWEALTH GOVERNMENT	3	
INDEPENDENT BODIES AND CHURCH ORGANISATIONS	4	Col. 44
SERVICE CLUBS, e.g., ROTARY, LIONS, etc.	5	
ALL OF THESE HAVE EQUAL RESPONSIBILITY	6	
DON'T KNOW	1	

Instructions: Circle the appropriate code number on the form for R's reply. Take the card back and place it at the bottom of your pack.

QUESTION 15

Can I ask if you think the Churches should be involved in providing "helping" or welfare services?

YES	2	
NO	3	Col. 45
DON'T KNOW	1	

Instructions: If “no” or “don’t know” to Question 15, ask Question 17. If “yes” to Question 15, then ask Question 16.

QUESTION 16

Instructions: Hand Card 6 to R and say—

“Could you please read through this card and choose which *one* item on it describes the type of service you think it is most important for the Churches to provide, or don’t you know? *Please read through the whole list first and then select one item.*”

CHILDREN’S INSTITUTIONS	2	
HOMES FOR THE AGED	3	
CENTRES FOR COUNSELLING AND PROFESSIONAL ADVICE	4	
HOMES FOR UNMARRIED MOTHERS	5	Col. 46
ANY OTHER (please specify)	6	
ALL OF THESE ARE EQUALLY IMPORTANT	7	
DON’T KNOW	1	

Instructions: Circle the appropriate code number on the form for R’s reply. Take the card back and place it at the bottom of your pack.

Say to R—“and now finally, would you mind giving me a few particulars about yourself? This is just to help us in analyzing the information we have.”

QUESTION 17

Firstly, could you tell me the name of the suburb in which you live?

Instructions: Record suburb in space provided and then circle the code number of the category into which the suburb falls.

SUBURB		
SOUTH SIDE INNER	1	
SOUTH SIDE OUTER	2	
NORTH SIDE INNER	3	Col. 47
NORTH SIDE OUTER	4	

QUESTION 18

Would you mind telling me your age?

<i>Years</i>	<i>Response</i>	
0–25	1	
26–45	2	
46–59	3	Col. 48
60 and over	4	

QUESTION 19

Would you mind telling me whether you are—

SINGLE	1	
MARRIED	2	Col. 49
SEPARATED/DIVORCED	3	
WIDOWED	4	

Instructions: If R's marital status is "single" do not ask the next question but proceed in Question 21.

QUESTION 20

Do you have any children?

YES	2	
NO	3	Col. 50

QUESTION 21

Could you tell me your present (or last main) occupation please?

Instructions: If R is retired, pensioner, etc., please note previous occupation as well as present status. Record in detail with grading where applicable.

Record occupation in space provided and then circle the code number of the category into which the occupation falls.

OCCUPATION		
PROFESSIONAL/MANAGERIAL	1	
OFFICE WORK/CLERICAL	2	Col. 51
MANUAL WORK	3	
OTHER	4	

QUESTION 22

Would you mind telling me your religion if you have one?

CATHOLIC	1	
CHURCH OF ENGLAND	2	
PRESBYTERIAN	3	
METHODIST	4	Col. 52
OTHER (please specify)	5	
NO RELIGION	6	

QUESTION 23

Would you please tell me how much education you have had?

Instruction: Record answer in the space provided and then circle the code number of the category into which this answer falls.

EDUCATION		
PRIMARY SCHOOL	1	
SOME SECONDARY EDUCATION	2	
COMPLETED SECONDARY SCHOOL	3	
COMPLETED OTHER POST-SECONDARY DIPLOMA OR CERTIFICATE TRAINING	4	Col. 53
ATTENDED UNIVERSITY, NO DEGREE	5	
COMPLETED UNIVERSITY DEGREE	6	
OTHER (please specify)	7	

Instructions: Note sex of respondent.

MALE	1	
FEMALE	2	Col. 54

Instructions: Note category of respondent.

MEMBER OF CONGREGATION	1	
FINANCIAL SUBSCRIBER TO KALPARRIN	2	
PERSONNEL OF BUSINESS ORGANIZATION	3	
STAFF OF WELFARE AGENCY OR DEPARTMENT	4	
HOSPITAL STAFF (SOCIAL WORKER)	5	Col. 2
HOSPITAL STAFF (NON-SOCIAL WORKER)	6	
PRESBYTERIAN MINISTER	7	
MINISTER OF RELIGION FROM VALLEY AREA	8	
HEAD TEACHER IN VALLEY AREA	9	

Instructions: Say to R—"Thank you for your participation in this survey. Before I go, are there any questions you would like to ask, or any comments you would like to make, either about Kalparrin, or about the survey?"

COMMENTS (record here)

.....

.....

.....

.....

Interviewer's Name:

DATE:

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